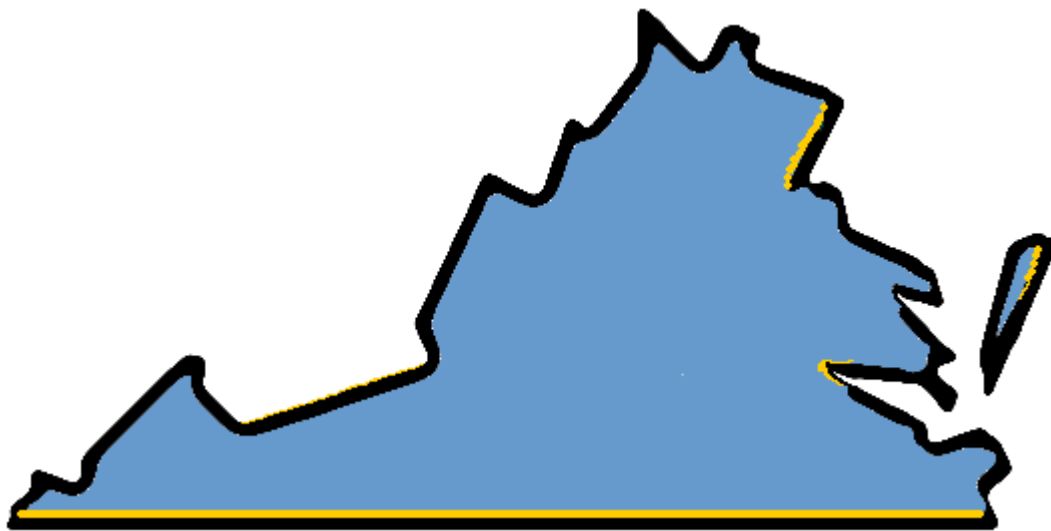


Consumer Satisfaction Survey 2004 Annual Report

❖ Outpatient Mental Health and Substance Use Disorder Services ❖



April, 2005

Virginia Department of Mental Health, Mental Retardation
and Substance Abuse Services
Offices of Mental Health and Substance Abuse Services
P.O. Box 1797
Richmond, Virginia 23218-1797

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ACKNOWLEDGEMENTS

The Department of Mental Health, Mental Retardation and Substance Abuse Services wishes to acknowledge the significant efforts of the employees at the 40 Community Services Boards across Virginia and the thousands of consumers who took the time to complete the consumer survey. We would also like to recognize the work of the Social Science Research Center at Old Dominion University. In addition, we acknowledge the team of people in the Office of Mental Health and the Office of Substance Abuse Services who conducted the consumer survey, analyzed the survey results and produced this report. It was a collaborative effort and the contributions of all involved were necessary to make it possible. Also, this survey would not have been possible without a Mental Health Data Infrastructure Grant from the Center for Mental Health Services (CMHS), Substance Abuse Mental Health Services Administration (SAMHSA).

EXECUTIVE SUMMARY

Background

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS) has identified consumer perceptions of services at community services boards (CSBs) as a performance measure to be assessed by CSBs on an annual basis. The DMHMRSAS administered its ninth annual statewide survey of consumer perceptions of CSB services in October 2004 using the 23-item version of the Consumer Survey developed for the Mental Health Statistics Improvement Program's (MHSIP) *Consumer-Oriented Mental Health Report Card*. For the sixth consecutive year, data were collected on adult mental health and substance use disorder consumers who presented for non-emergency outpatient services over the course of one workweek. This survey method was used to assure that the sample of consumers surveyed at each CSB would be representative of the population of consumers currently being served by the CSB. This year, besides the seven demographic and treatment factors (age, race, duration of treatment, Hispanic ethnicity, reason for seeking services, referral source, and gender) utilized on past surveys, DMHMRSAS, in conjunction with the Center for Mental Health Services, included seven new questions. Consumers were asked to provide information pertaining to the six-month period prior to the survey, including homelessness, interaction with the criminal justice system, psychiatric hospitalizations, employment, and job training.

To determine consumer perceptions of CSB services, four outcome indicators were calculated based on responses to the MHSIP Consumer Survey. These indicators were:

- **Consumer Perception of Access**, defined as the percentage of consumers who reported good access to services.
- **Consumer Perception of Appropriateness**, defined as the percentage of consumers reporting that they received services appropriate to their needs.
- **Consumer Perception of Outcome**, defined as the percentage of consumers who reported positive change as a result of the services they received through the CSB.
- **Consumer Satisfaction with Services**, defined as the percentage of consumers who reported general satisfaction with CSB services.

Findings

- All 40 CSBs participated in the survey. Of the 12,757 consumers eligible for the survey, 7,372 submitted the survey (of which 7,363 were complete), yielding a response rate of 58%.
- Survey respondents were 7,363 adult mental health (MH), substance use (SUD) and co-occurring mental health and substance use disorders (MH/SUD) outpatient consumers presenting for clinic appointments over the course of one workweek.
- The majority of respondents were White (62.4%), male (51.9%), and between the ages of 21 and 64 (92.4%).

- Almost half (49.9%) identified themselves as receiving treatment for MH problems, while 31.2% reported receiving treatment services for SUD alone, and 18.9% for MH/SUD.
- Respondents were evenly divided between those having been in treatment for more than one year (49.8%) and those who had been in treatment for less than one year (50.2%).
- Approximately 36% of the respondents were referred for treatment services by the criminal justice system, departments of social services, or employee assistance programs. Consumers seeking SUD services were more likely to have been referred by the criminal justice system, department of social services, or employee assistance programs (72.9%), while MH consumers were more likely to have been referred by physicians or hospitals (43.7%), or to be self- or family-referred (42.2%).
- About seven percent of the respondents reported that they had been homeless at some time during the six months prior to completing the survey.
- Fourteen percent had been arrested or in jail during the same period.
- Eleven percent had at least one psychiatric hospitalization during the past six months.
- Forty percent had some kind of paid employment during the six-month period preceding the survey.
- Six percent had been in training for a job during the same period.
- Of those who responded to the questions regarding number of arrests, eighty-two percent had no arrests within the six months before the survey; 81% had no arrests within the same six months in the prior year. Sixty-five percent of those who had one or more arrests within the six-month period in 2003 had no arrests in the same period in 2004. Fourteen percent of those who had no arrests in the six-month period in 2003 had one or more arrests within the same period in 2004. These figures varied highly by service area.

Demographic Characteristics and Outcome Indicators

- The majority of Virginia's adult consumers reported positive perceptions of services received through the CSBs.
- 82.7% (N=7,297) of consumers reported satisfaction in the domain of Access, 85.7% (N=7,214) in the Appropriateness domain, 73.4% (N=7,093) in the Outcome domain, and 87% (N=7,286) in the General Satisfaction domain.
- On all domains with the exception of Outcome, women were significantly more likely to report positive perceptions of CSB services than were their male counterparts.
- A dose-response effect was observed between age and the four outcome domains. Consumers in the youngest age group were significantly less likely to report positive perceptions on all domains than consumers in older age groups. These findings are consistent with the results from consumer surveys administered over the last three years.
- Hispanic consumers were significantly more likely to report positive perceptions on the Outcome domain than non-Hispanics.
- African-American and consumers in the "Other" category of race were significantly more likely to report a positive perception on the Outcome domain than were Whites.

- In general, consumers who had been receiving services for longer periods reported more positive perceptions than consumers who received services for only a short time. These differences were significant for all domains.
- Those consumers who indicated that they had not been homeless in the past six months were more likely to report positive perceptions of services on the Access, Appropriateness, and Outcome domains than those who had been homeless.
- Those who indicated that they had not been arrested or in jail within the past six months were significantly more likely to report positive perceptions on the General Satisfaction and Access domains than those who had.
- Those who reported that they had not had a psychiatric hospitalization in the past six months were significantly more likely to report positive perceptions on the Outcome domain than those who had been hospitalized.
- Those who indicated that they had not worked at a paid job in the past six months were significantly more likely to report positive perceptions on the General Satisfaction and Access domains, while those who had paid employment in the past six months were more likely to report positive perceptions on the Outcome domain.
- Participation in job training within the past six months did not appear to be a factor in the perception of satisfaction with CSB services.

Service Areas

- Analyses assessing consumer perceptions in the following three service areas were conducted: MH, SUD and MH/SUD.
- The MH consumers were more likely to report positive perceptions than SUD consumers or MH/SUD consumers on all domains but Outcome.
- The SUD consumers were more likely to report positive perceptions on the Outcome domain than either MH or MH/SUD consumers.
- Similarly, consumers presenting with MH/SUD reported positive perceptions of services. However, the rates were in between those of MH consumers and SUD consumers.

Conclusion

- The majority of Virginia's adult consumers receiving MH and SUD services continue to report positive perceptions of the services received through the CSBs on several domains.
- More than 80.0% of consumers reported positive perceptions on the domains of Access, Appropriateness, and General Satisfaction.

Limitations

Several limitations prevent conclusive interpretation of these findings. These are:

- Considerable variability was found in reported survey response rates, ranging from 24.8% to 97.1% of kept non-emergency appointments for the survey week.

- The results of this survey reflect the perceptions of only those consumers in treatment at the time of the survey and who agreed to complete it. Thus, the survey is open to self-selection biases. It is possible that there are differences between the consumers who completed the survey and those who did not. However, such information was not collected to test for differences.
- Because consumers who are not in treatment are not surveyed, these results cannot be generalized to all consumers served by CSBs.
- The MHSIP measure used for this survey was designed to improve the quality of mental health programs and services, and not necessarily designed for substance use disorder populations. Therefore, caution should be taken when interpreting the results for consumers with SUDs.
- All variables were obtained by self-report, making the findings open to self-report biases.
- Finally, because the survey is a cross-sectional design, these findings represent the perceptions of consumers only at the time of the survey. Perceptions and attitudes are subject to continuous change over time.

Despite these limitations, the survey clearly contributes to a greater understanding of consumer perceptions about publicly funded MH and SUD treatment services. Age and gender differences in perception of CSB services, for example, highlight the need for CSB staff members to be aware of the implications of such demographic characteristics when providing treatment services.

INTRODUCTION

Purpose of the Survey

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS) has identified consumer satisfaction and perceptions of Community Services Boards (CSBs) as a performance measure to be assessed on an annual basis. The DMHMRSAS administered its ninth annual statewide survey of consumer perceptions of CSB services in October 2004. For the sixth consecutive year, data were collected on adult mental health and substance use disorder consumers who presented for non-emergency outpatient services over the course of one workweek.

Interpretation of the Results

- Results of the surveys are given in percentages. This report uses the following guide. Percentage (%) agree includes those who indicated, “Strongly Agree” or “Agree” as a response. Percentage (%) disagree includes those who indicate the categories of “Disagree” or “Strongly Disagree” as a response.
- For data analysis, some patient and treatment categories were collapsed into meaningful categories. Race was collapsed into White, African-American and Other, because the numbers of respondents who self-identified as Asian, Pacific Islander, Native American, etc. were too small for the results to be statistically significant. The age categories, duration of treatment and referral source categories were collapsed also.
- Analysis was done using SPSS 11.0. Chi-square tests and ANOVAs were used as appropriate. Significant differences are those differences that are statistically significant at the $p \leq .05$ level, $p \leq .01$, or $p \leq .001$ level as denoted.

Organization of the Report

This document is divided into four chapters organized by the results of the survey. The four chapters are Statewide, Mental Health, Substance Use Disorders and co-occurring Mental Health and Substance Use Disorders. Each chapter can be used as a stand-alone document and has a corresponding appendix. Appendix E has information pertaining to Internet resources.

Contact Information for Questions

Statewide Data
Mental Health Disorders

Will Ferriss, OMH
(804) 371-0363
will.ferriss@co.dmhmrzas.virginia.gov

Substance Use Disorders
Mental Health/Substance Use Disorders

Sterling Deal, OSAS
(804) 786-3906
sterling.deal@co.dmhmrzas.virginia.gov

METHODOLOGY

Measure

Consumers were surveyed by means of a questionnaire distributed by administrative staff at the Community Service Boards (CSBs). The questionnaire (Table A-3, Appendix A) used for this project was the 23-item version of the Consumer Survey developed for the Mental Health Statistics Improvement Program's (MHSIP) *Consumer-Oriented Mental Health Report Card*. The MHSIP Consumer Survey was designed to measure consumer perceptions of community-based services on several dimensions, including access to services, appropriateness, quality of services, and consumer perceptions of positive change (outcomes) as a result of services. Respondents were also asked to self-identify the reason they were receiving services: mental health (MH), substance use disorder (SUD), co-occurring mental health and substance use disorder (MH/SUD). The following demographic information was also collected: race, gender, ethnicity, age, length of time receiving services and referral source. Questions regarding involvement with the justice system, employment, job training, psychiatric hospitalization, and housing status were added to the survey this year. CSBs were also asked to provide a report of the number of kept non-emergency appointments for adult mental health and substance use disorder consumers during the survey week to calculate survey response rates.

Administration of the Survey

The 40 CSBs distributed the Consumer Survey to adult consumers of mental health and substance use disorder outpatient and case management services during a week in October 2004. A Spanish version of the survey was provided as needed. Completion of the surveys was voluntary and confidential. The CSBs returned the completed surveys to Old Dominion University (ODU) for processing. DMHMRSAS contracted with ODU to revise the survey (minimal changes from the previous year), provide the surveys to and receive the surveys from CSBs via mail, and to process the completed data. The Office of Mental Health (OMH) and the Office of Substance Abuse Services (OSAS) were responsible for data analyses and reporting. A total of 7,372 surveys were submitted, representing 58% of the consumers receiving treatment in CSBs during the week of the survey. See Table A-1 in Appendix A for a breakout by CSB.

Domain Definitions

Consumers responded to the 23 items of the Mental Health Statistics Improvement Program's (MHSIP) *Consumer-Oriented Mental Health Report Card* on a 5-point scale such that "1" represented strong agreement, "5" represented strong disagreement, and "3" indicated a neutral response. A copy of the survey instrument is in Appendix A, Table A-3.

Note: Data for figures found in this section are located in Appendix A.

- The **General Satisfaction** domain is comprised of Items 1-3; at least two of the items had to be completed by the consumer for the subscale to be calculated.
- The **Access** domain consists of Items 4-7; a minimum of two items had to be completed by the consumer to calculate this subscale.

- The **Appropriateness** domain (Items 9, 11-13, 15 and 16) required at least three items to be completed by the consumer for the subscale to be calculated.
- Finally, the **Outcome** domain (Items 17-23) required at least four items to be completed by the consumer for the subscale to be calculated.

Sample

The questionnaire was administered to adults who presented for mental health and substance use disorder outpatient and case management services during a five-workday period at each CSB. Specifically excluded from the survey were:

- Individuals receiving only emergency, jail-based, detoxification, prevention, residential, psychosocial, or inpatient services;
- Individuals presenting for their first appointment for the treatment episode.

The questionnaire was administered to all eligible consumers throughout each day, including evening hours, if applicable. CSBs were asked to make available a non-program staff person (e.g., a prevention, reimbursement, or clerical staff person or volunteer) to assist in the process and ensure that all consumers targeted for the survey received a copy of the questionnaire, and to provide assistance to consumers. Consumers were given the choice of completing the questionnaire on their own, or having someone administer the questionnaire to them. Consumers were instructed to leave the completed survey in a box designated for the collection of surveys. This assured the anonymity of the respondents.

Analyses

Response Rates and Valid Cases

- All forty CSBs participated in the survey. CSBs were required to provide the total number of scheduled and kept appointments over the 5-day survey period for consumers meeting the inclusion criteria to calculate response rates.
- While response rates varied considerably among CSBs, from a low of 24.8% to a high of 97.1%, 57.8% of eligible consumers completed the surveys across all CSBs. Seven CSBs reported response rates under 50%, while 11 CSBs reported response rates of 75% or higher.
- The higher the response rate, the more likely that the sample obtained by the CSB in question is representative of consumers served by the CSB. Response rate data by CSB overall and by disability area are presented in Figures 1 and 2 on pages 8 and 9. Refer to Tables A-1 and A-2 in Appendix A.
- The statewide response rate was approximately the same as last year, while the actual number of surveys increased from 7,108 in 2003 to 7,372 surveys in 2004, of which 7,363 had at least one valid response and 7,338 were complete.
- Surveys were counted as “completed” if at least one of the four domain subscales could be calculated. In order for each subscale to be calculated, a minimum number of items had to have been completed by the consumer.
- For the Access and General Satisfaction scales, a minimum of two items were needed; for Appropriateness and Outcome scales to be calculated, three and four completed items were required, respectively.

Figure 1: Overall Response Rate by CSB

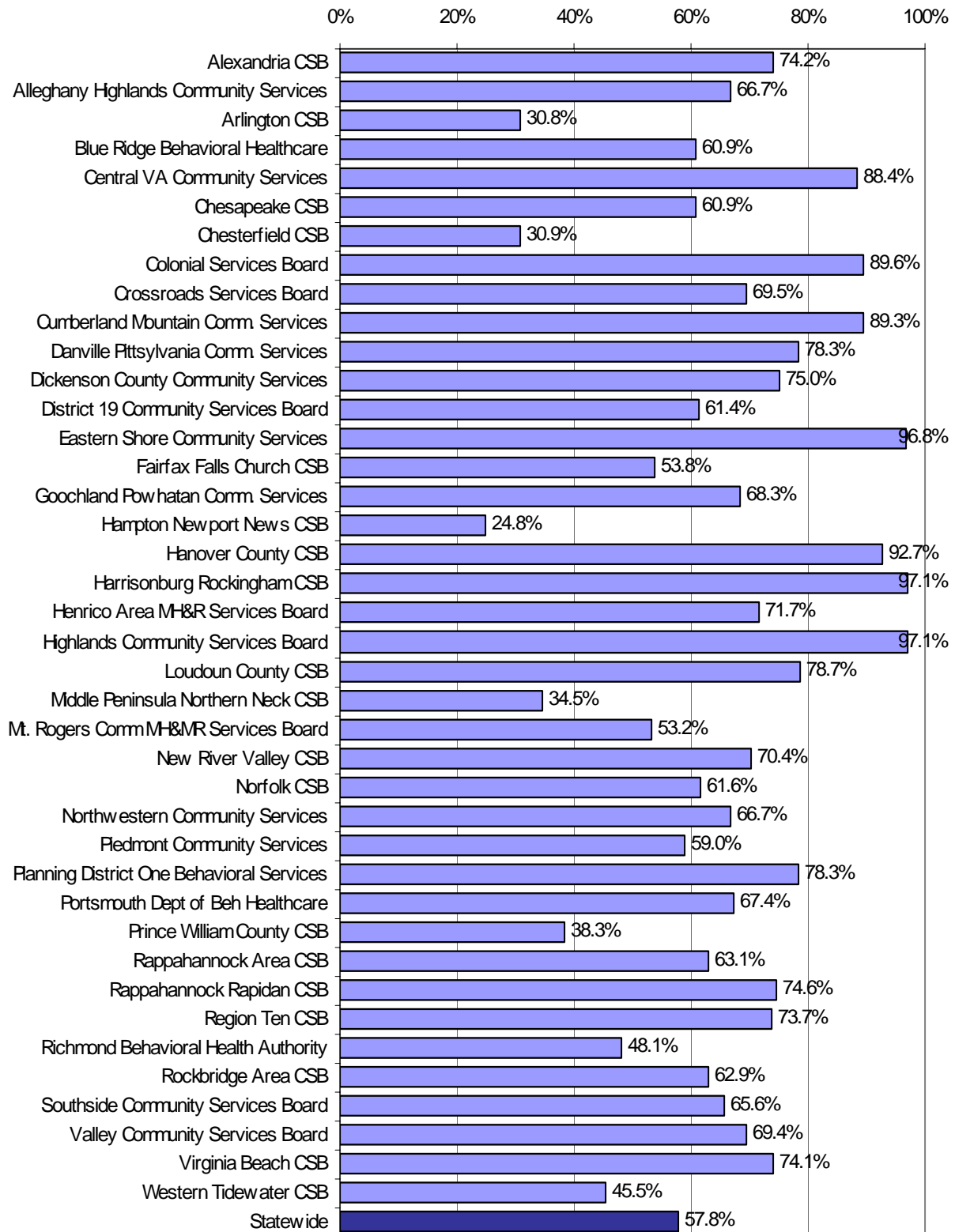
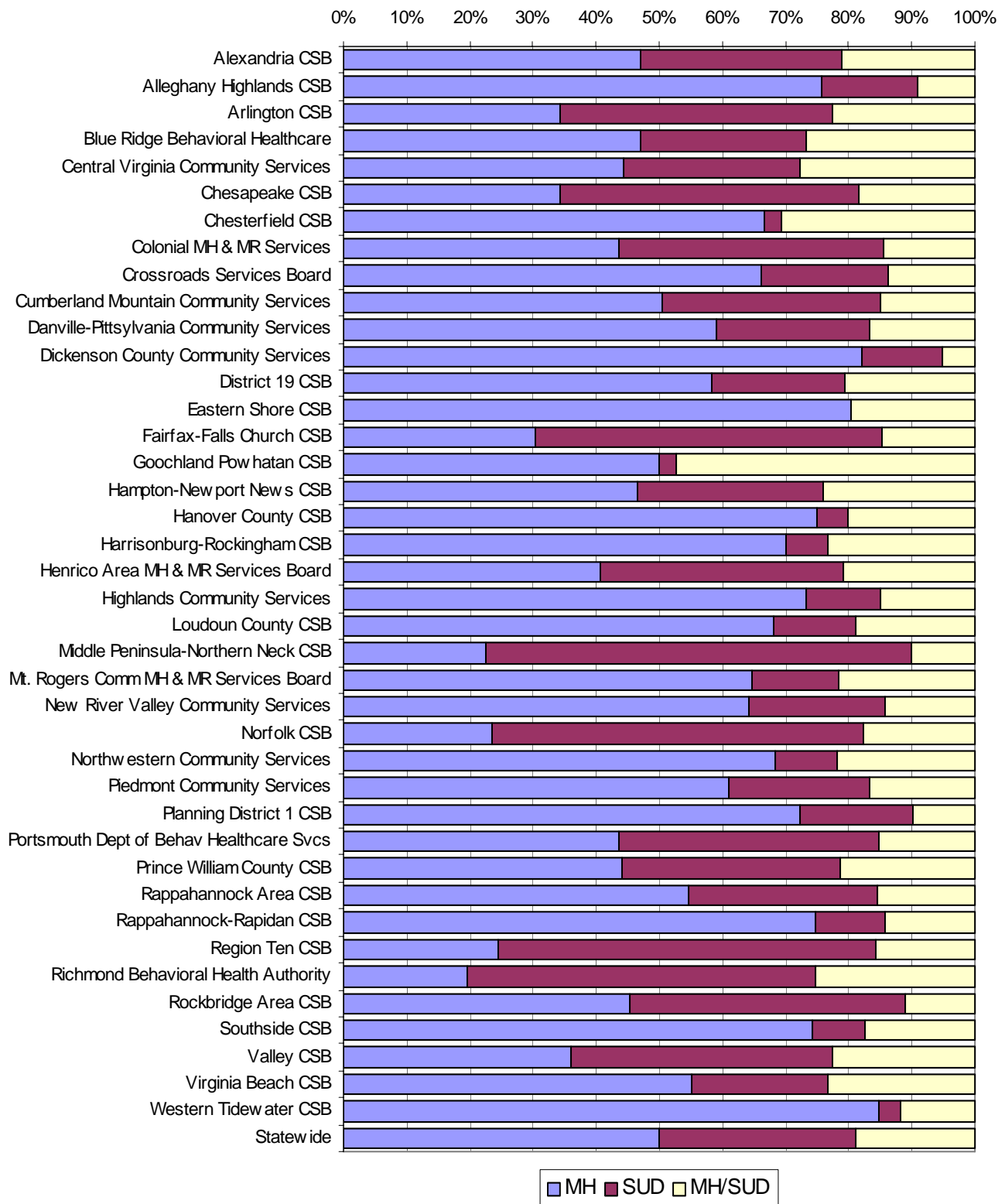


Figure 2: Response Rate by Service Area per CSB



CHAPTER 1: STATEWIDE SURVEY RESPONSES

Because this survey instrument was designed to gather satisfaction data primarily for the improvement of the quality of mental health programs and services, demographic and treatment characteristics are tabulated by service area as well as overall totals and are shown together in this section for ease of comparison. See individual service area chapters for further detail on levels of satisfaction with services.

Demographics and Treatment Characteristics of Statewide Sample

A total of 7,363 consumers returned surveys with at least one valid response, of which 7,338 were complete on one or more domains.

Representativeness of Sample

A comparison of demographic characteristics of the survey sample with persons served by CSBs in FY 2004 revealed that the statewide survey sample is representative of consumers who were served by CSBs. The percentage of each demographic variable for the survey sample is within 5% of the percentages of consumers served by the CSBs as reported in FY 2004.

Figure 3: Self-Identified Reason for Services

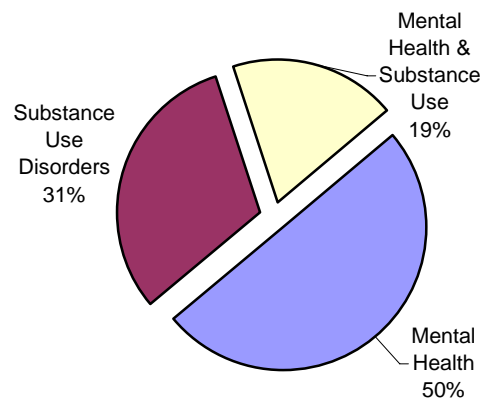
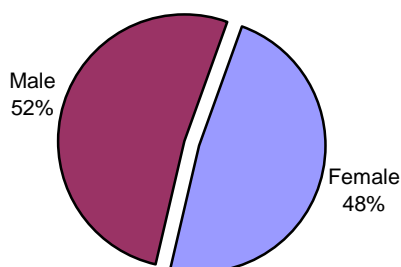


Figure 4: Sample by Gender



Note: Data for this chapter is located in Appendices A – D.

Figure 5: Service Area by Gender

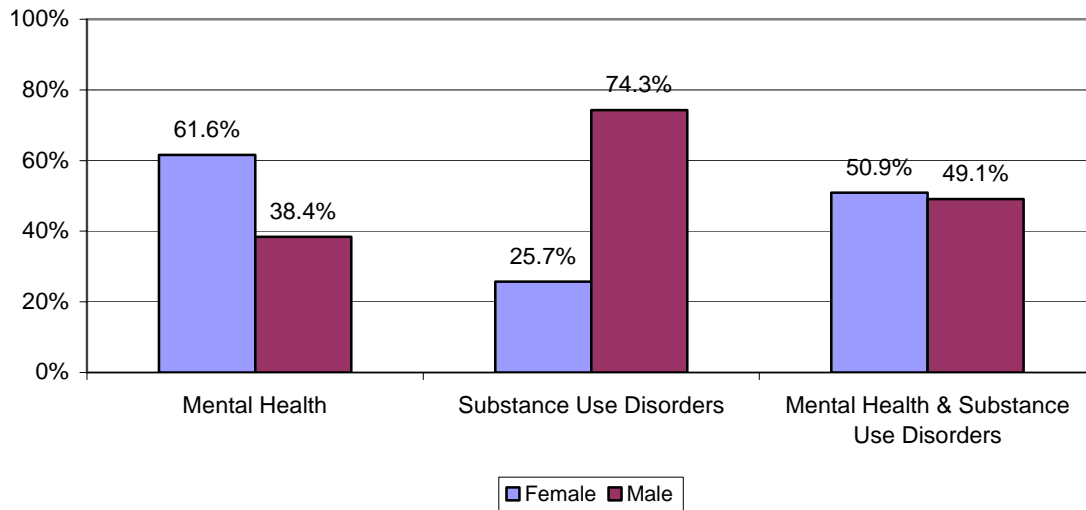
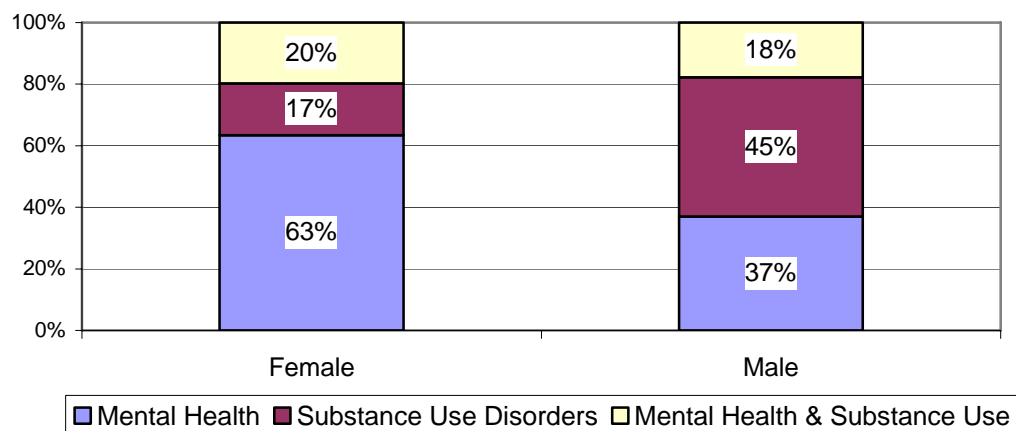


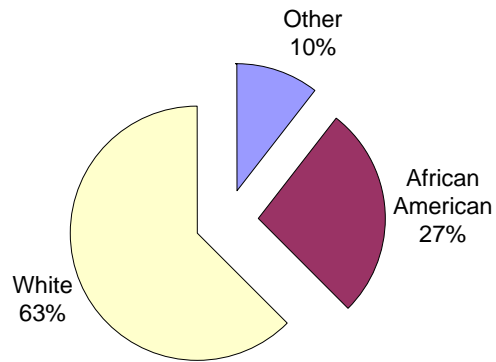
Figure 6: Gender by Service Area



- Males were more likely to report that they were seeking services for substance use disorders while females were more likely to report they were seeking services for mental health disorders.
- Males were just as likely as females to report that they sought services for combined mental health/substance use disorders.

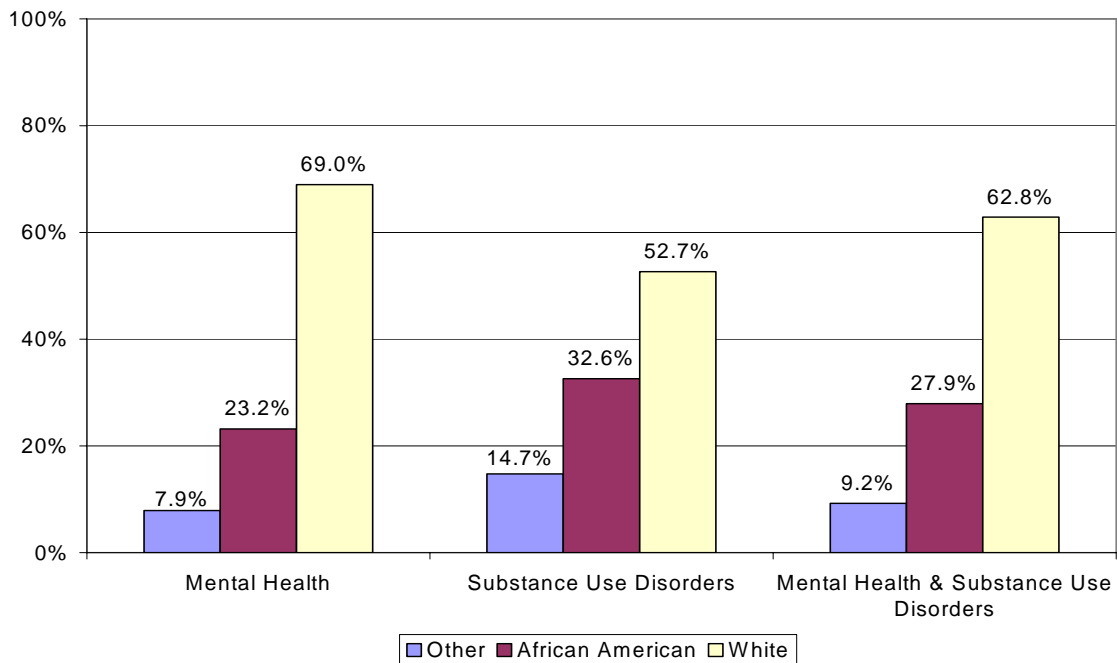
Consumer comment: "This organization has helped me tremendously in my growth process as well as my healing process."

Figure 7: Sample by Race



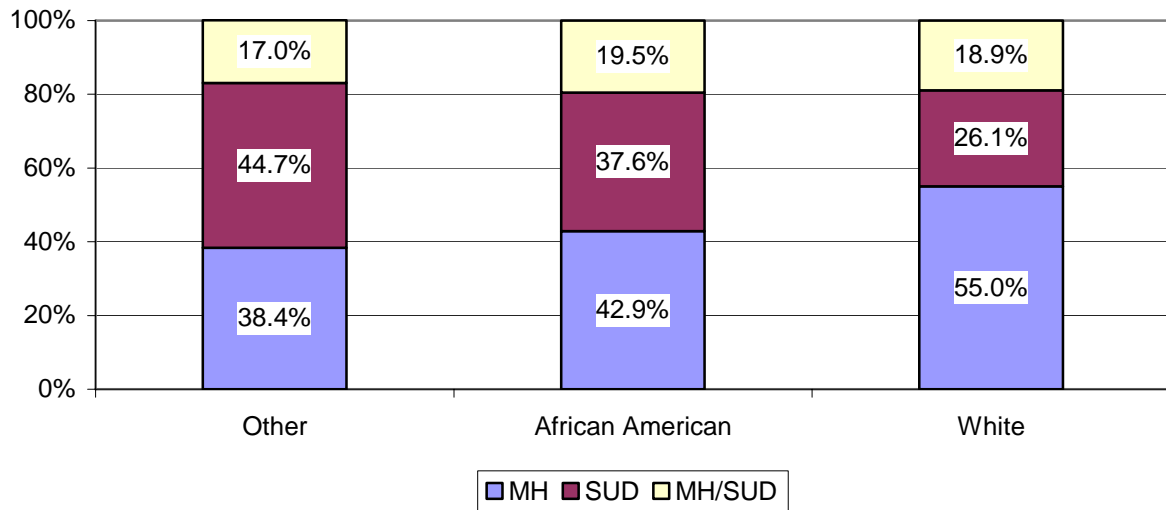
- Those who indicated that they are Alaskan/Native American, Asian, or Pacific Islander were a combined total of 2.5% of all respondents. These categories were added to the “Other Race” category, which accounted for 7.2% of the responses.

Figure 8: Service Area by Race



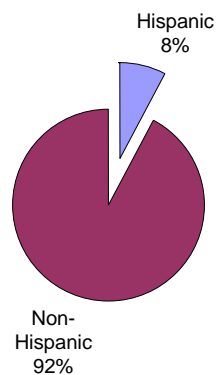
- For all three service areas, Whites were more likely to seek services than non-Whites.

Figure 9: Race by Service Area



- A higher percentage of non-Whites sought substance abuse services than Whites. A higher percentage of Whites sought mental health services than non-Whites.

Figure 10: Sample by Ethnicity



Consumer comment: "I can't communicate very well with my psychiatrist. We are too different culturally and do not speak a common tongue."

Figure 11: Service Area by Ethnicity

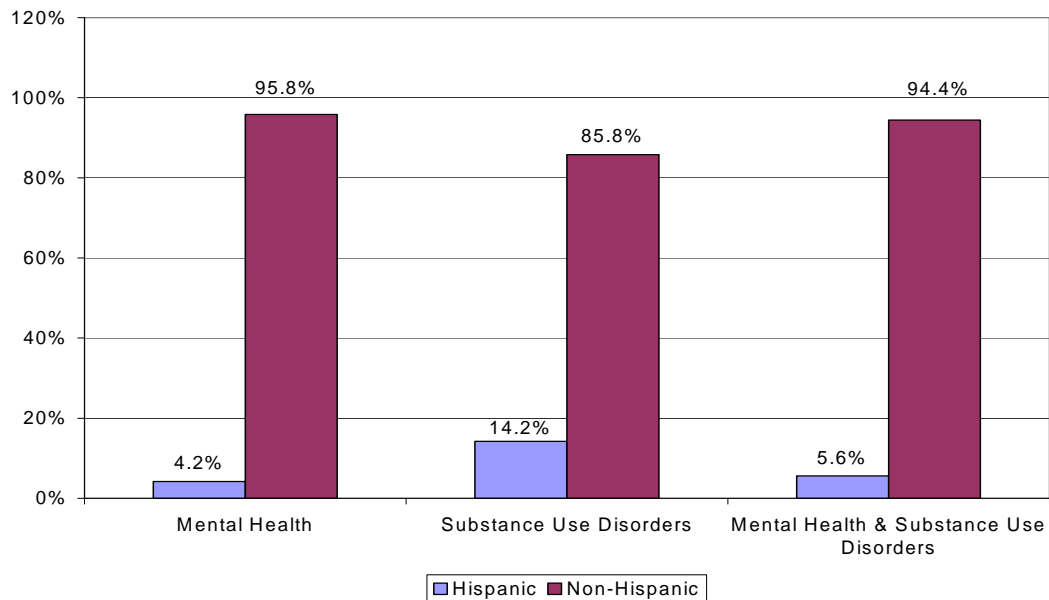
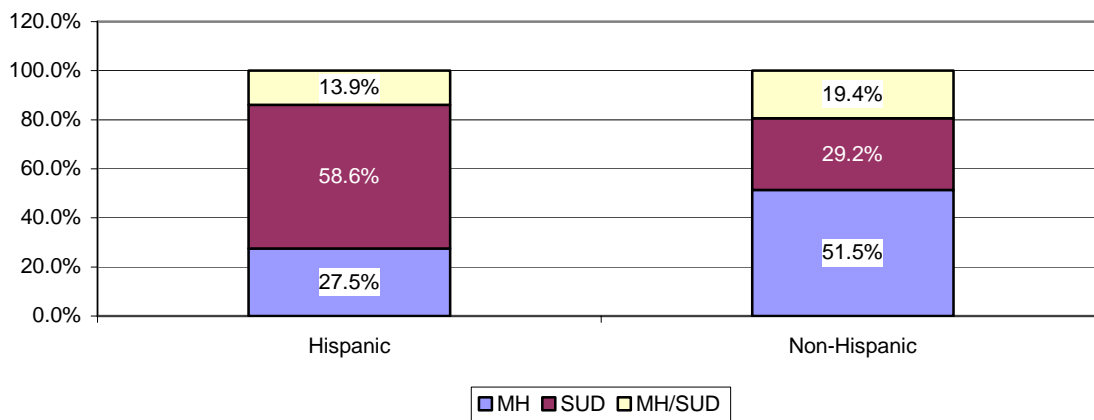


Figure 12: Ethnicity by Service Area



- Changes in the placement of the question relating to Hispanic origin resulted in more accurate statistics in the FY2004 survey, as the response rate increased from 24% to 90%.
- Respondents who reported that they are of Hispanic origin were twice as likely to seek substance use disorder services as those not of Hispanic origin.
- Those not of Hispanic origin were almost twice as likely to seek mental health services as those of Hispanic origin.

Figure 13: Sample by Age

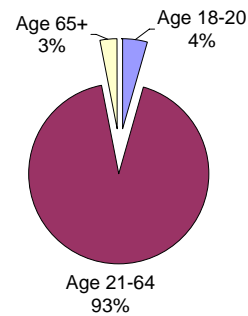
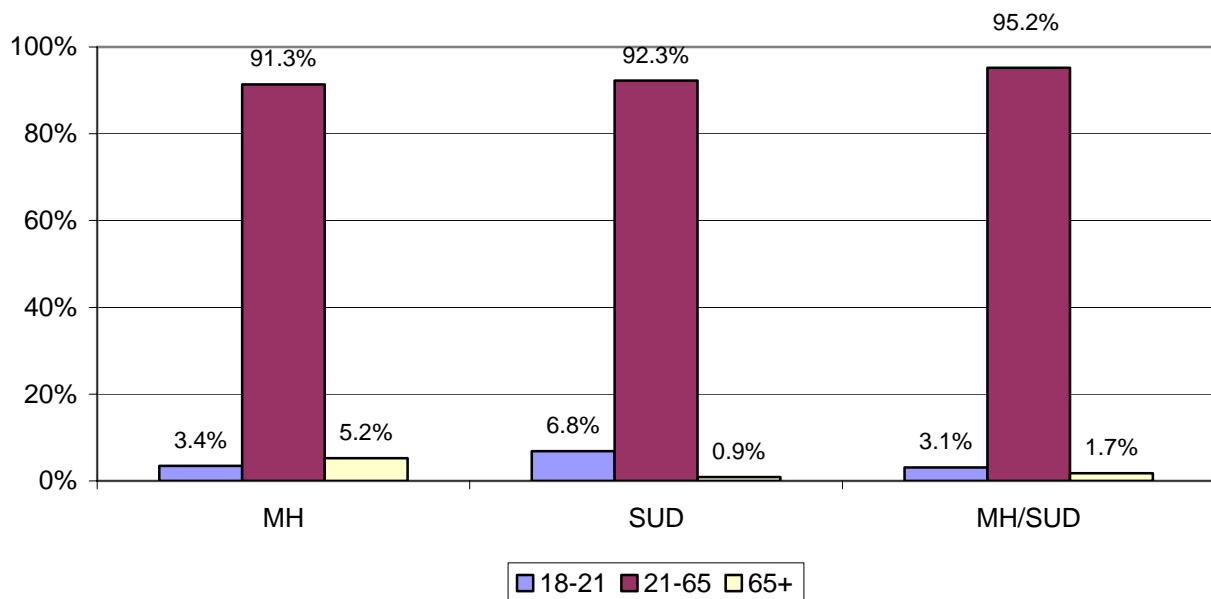


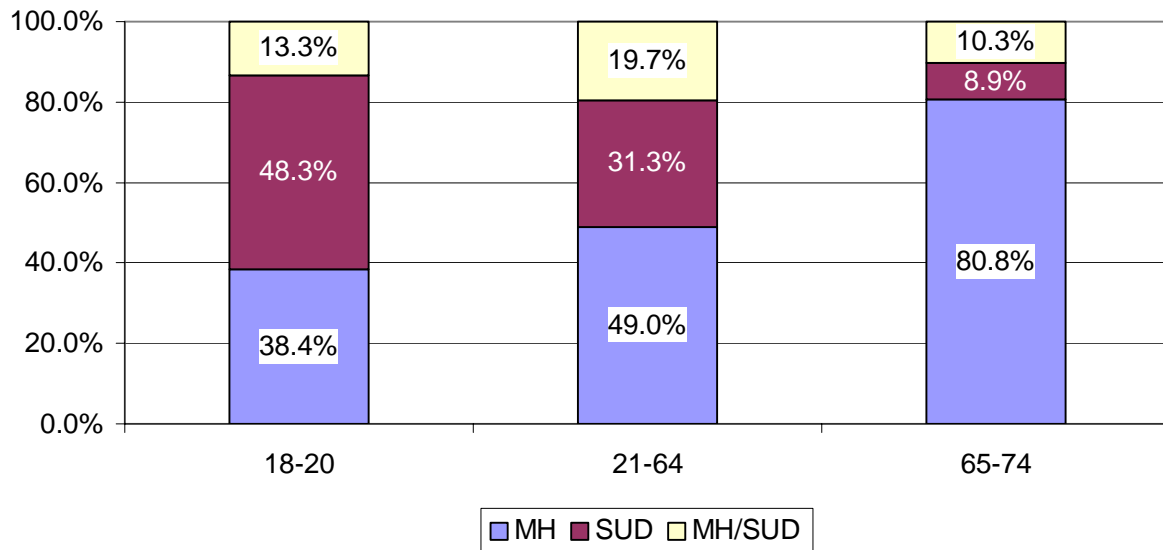
Figure 14: Service Area by Age



Consumer comments:

- “Community services has provided a positive approach to my problems, and helped me to [assimilate] back into being a productive and healthy citizen.”
- “In the last 6 months I have gone to school and I am an honor roll student.”

Figure 15: Age by Service Area



- The older the respondent, the more likely they were to seek mental health services and the less likely to seek services for substance use disorders.

Consumer comment: "I don't qualify for intensive case management, but I still feel that I need this service."

Figure 16: Referral Source

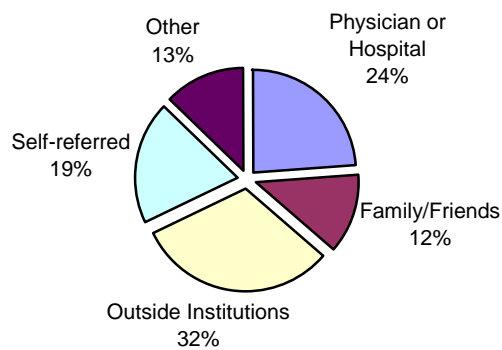
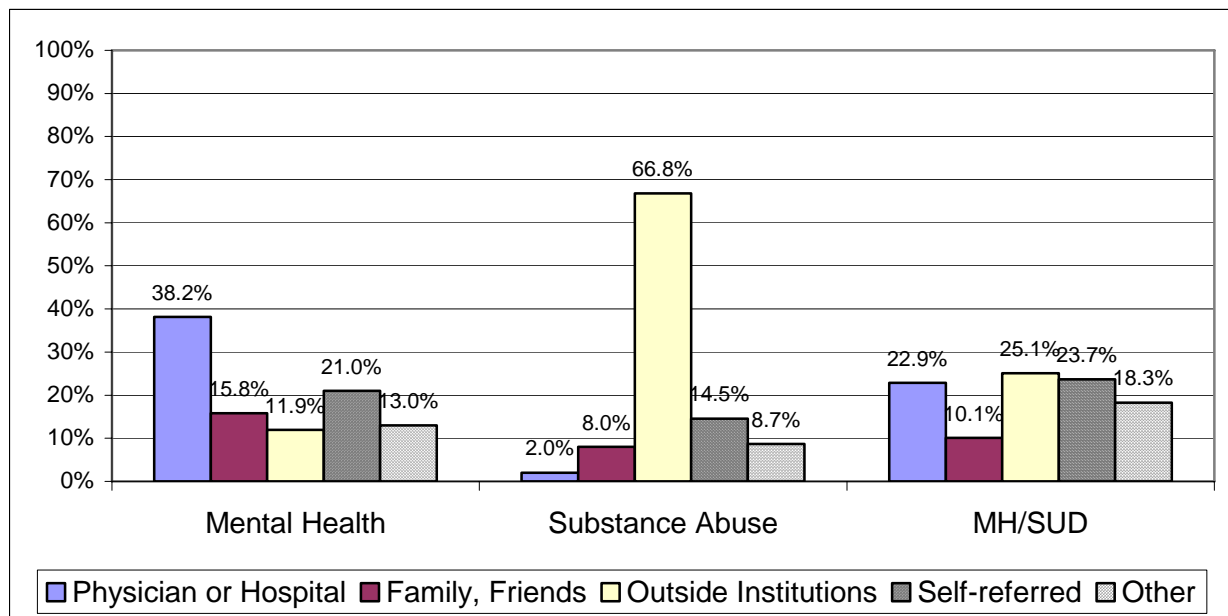


Figure 17: Service Area by Referral Source



- Substance use disorder consumers were significantly more likely to be referred by outside agencies (DSS, courts, police, employer, etc.) than either mental health or mental health/substance use disorder consumers.
- Mental health consumers were most likely to be referred by physicians/hospitals.

Figure 18: Referral Source by Service Area

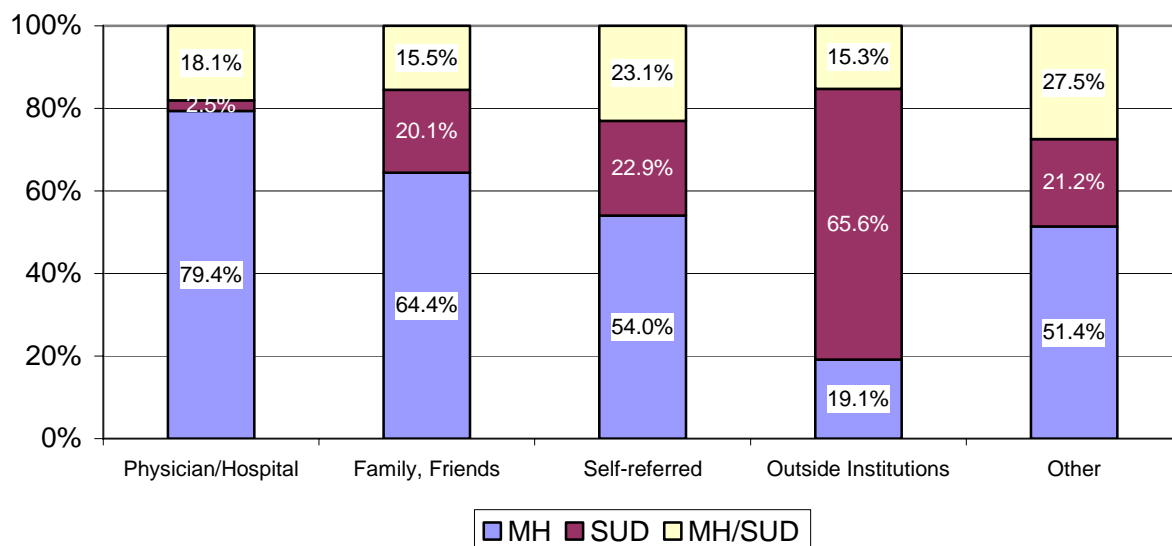


Figure 19: Duration of Treatment

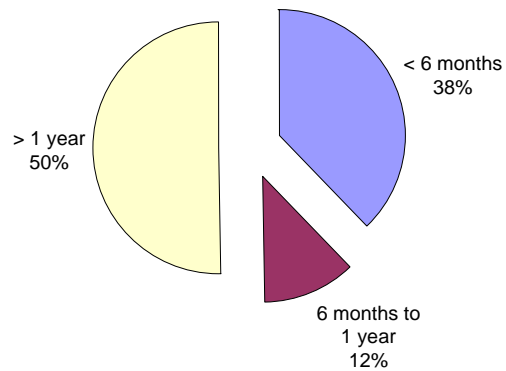
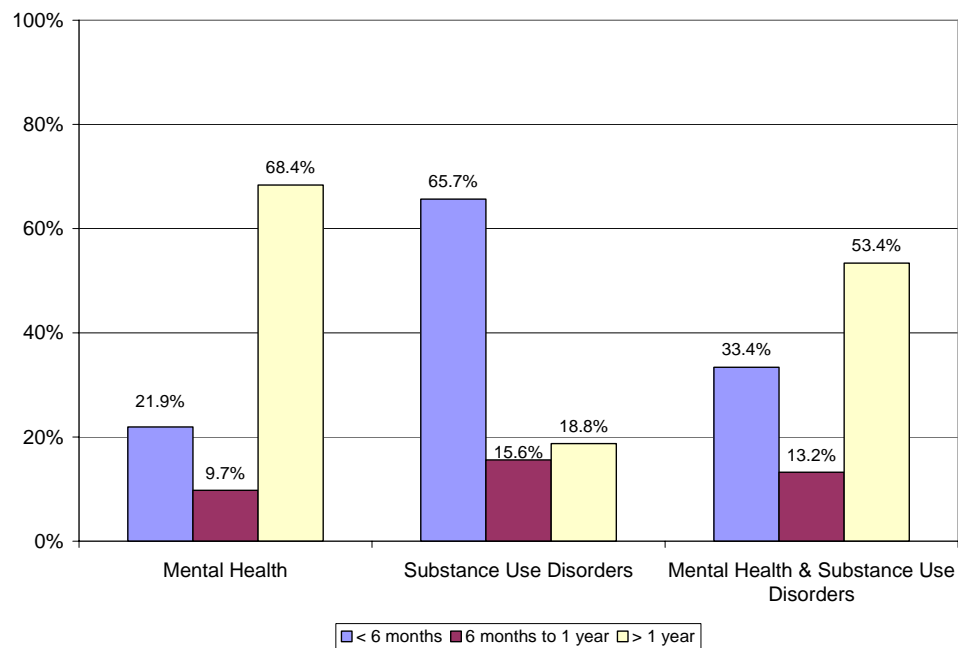


Figure 20: Service Area by Duration of Treatment



- Mental health and mental health/substance use disorder consumers were significantly more likely to be in treatment for more than 1 year than substance use disorder consumers.
- The majority of substance use disorder consumers were in treatment for less than six months (65.7%).

Figure 21: Duration of Treatment by Service Area

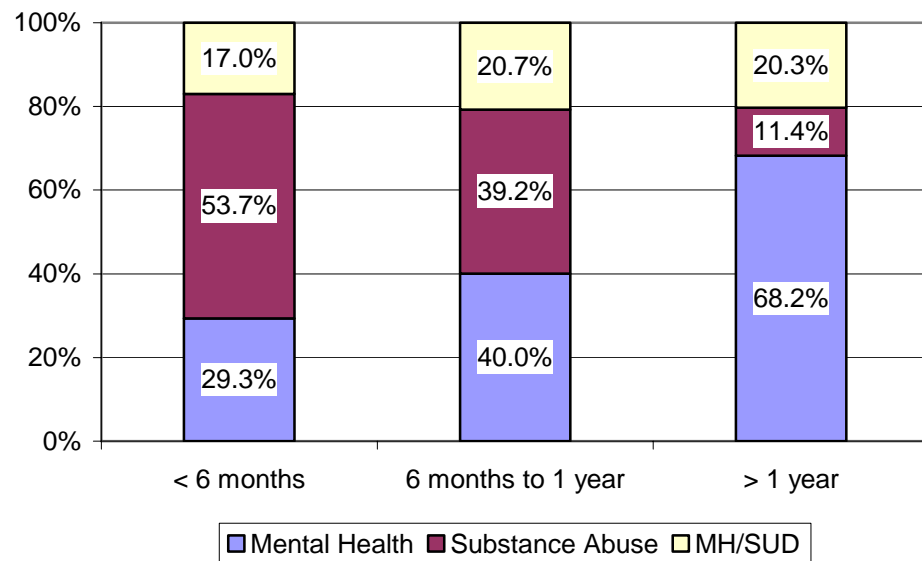
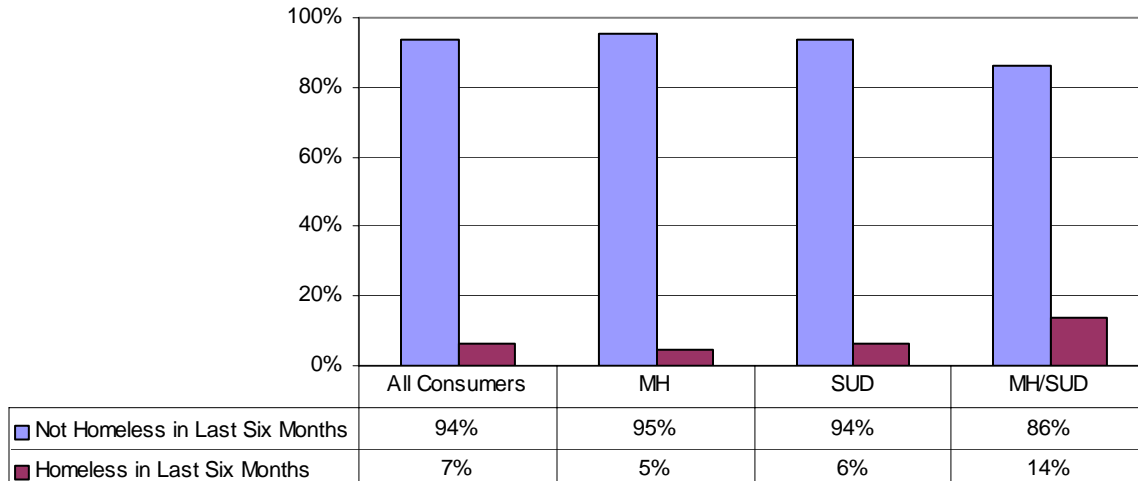
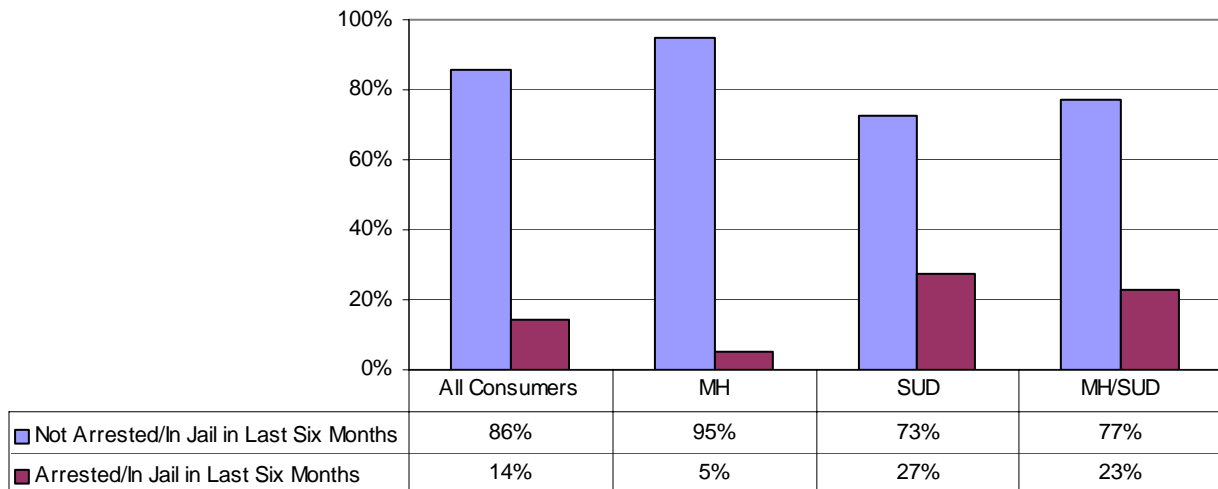


Figure 22: Service Area by Housing Status



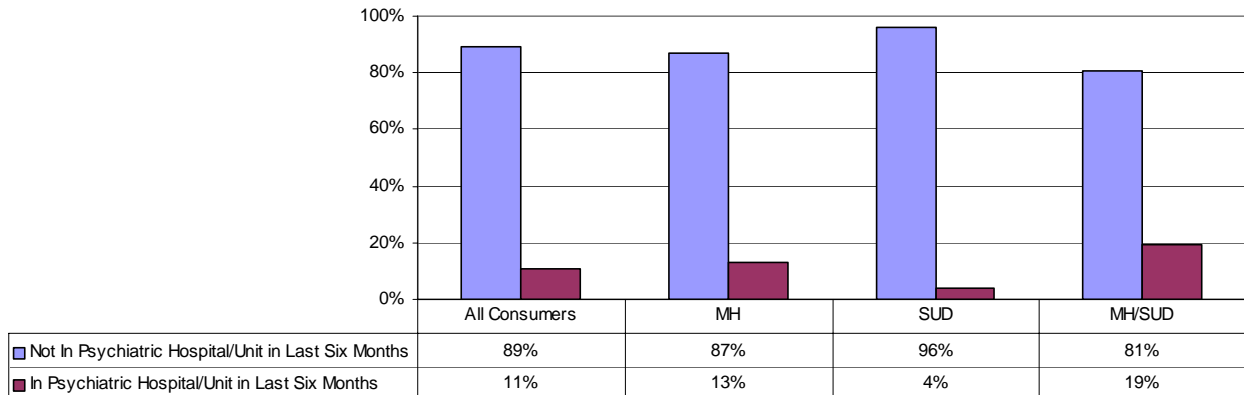
- Those consumers with co-occurring disorders were more than twice as likely to have been homeless within the past six months than those with either mental health or substance use disorders.

Figure 23: Service Area by Criminal Justice System Involvement



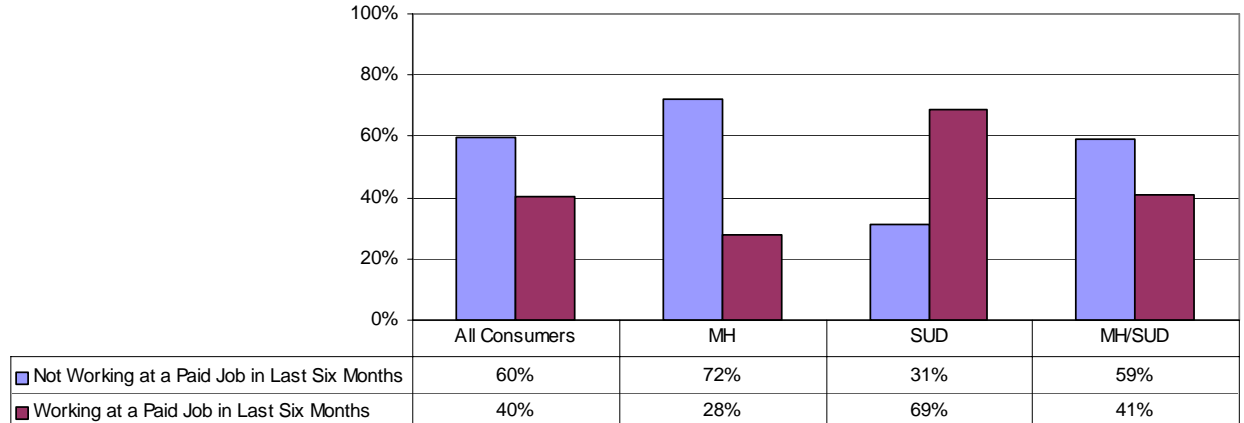
- Those consumers with substance use disorders or co-occurring disorders were 4-5 times more likely than MH consumers to have recent involvement with the criminal justice system.
- In addition to a yes/no question regarding jail and/or arrest history, two pilot questions were added, in which consumers were asked to provide the number of times arrested during the same time periods. Some discrepancy was noted between the responses to the two types of questions regarding involvement with the criminal justice system. For example, 226 consumers indicated that they had not been arrested or in jail within the past six months, but when asked the number of times arrested in the past six months, they entered “one” or more. Detailed data for the number of arrests can be found in Appendices A – D.
- The percent arrested dropped slightly from 18.9% (during the specified six-month period in 2003) to 18% (the percent of those arrested in the six months prior to the survey) for consumers overall in the sample. The percent arrested increased from six percent to 7.2 percent for MH consumers, and from 23.2% to 24.1 percent for MH/SUD consumers. The percent arrested decreased from 34.4% to 29.4 for SUD consumers.
- The average response rate for questions regarding the number of arrests was approximately 84%, versus 97% for other survey questions. Sixty-five percent of the respondents who were arrested at least once during the six-month period last year were not arrested during the same period in 2004. Fourteen percent of the respondents who were not arrested during the six-month period last year were arrested at least once during the same period in 2004. See Table A-7 for additional data regarding changes in arrest history.

Figure 24: Service Area by Psychiatric Hospitalization



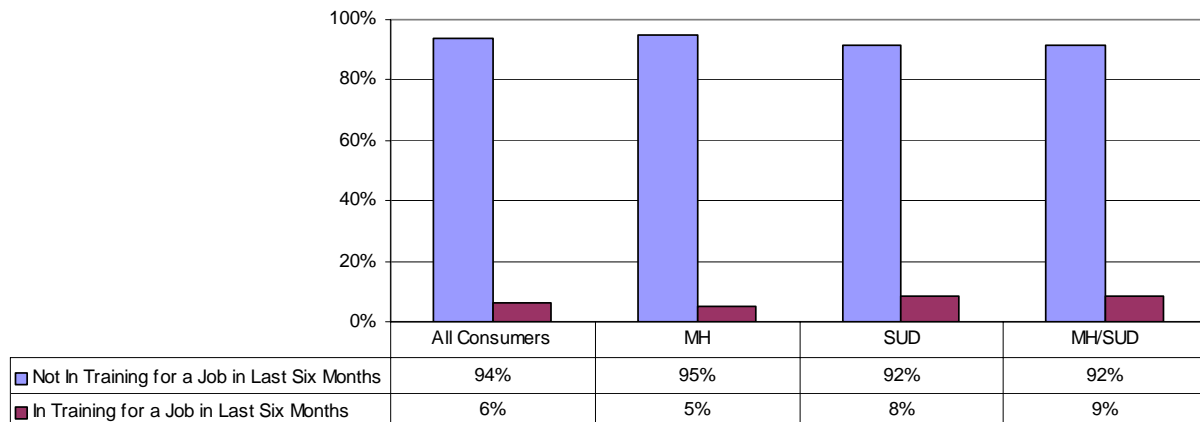
- Consumers with co-occurring disorders were significantly more likely to have been hospitalized within the past six months than consumers with mental health or substance use disorders.

Figure 25: Service Area by Employment



- Consumers with substance use disorders were more than twice as likely to have had paid employment in the last six months than consumers with mental health disorders.

Figure 26: Service Area by Job Training

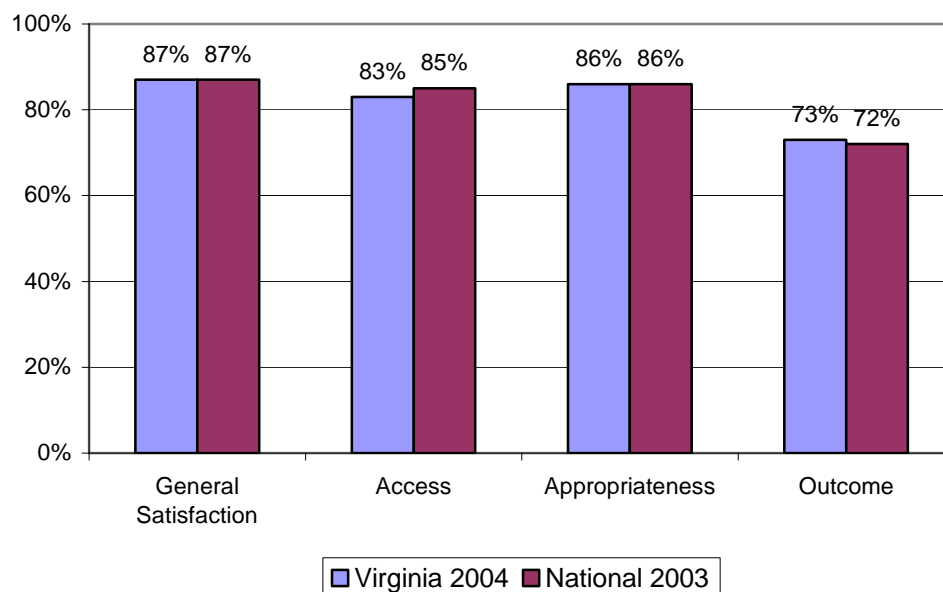


- Consumers with mental health disorders were less likely to have received job training in the last six months than those with co-occurring or substance use disorders.

Satisfaction with Services On All Domains

When compared to the latest national survey results available (National Association of State Mental Health Program Directors/ NASMHPD Research Institute, 2003), Virginia consumers report similar levels of satisfaction on all domains.

Figure 27: Comparison of Virginia & National Survey Results by Domain



General Satisfaction Domain

- Almost 89% percent agreed with the statement “I like the services that I receive”.
- Eighty-three percent agreed with the statement “If I had other choices, I would still get services from this agency”.
- About 87% reported that they would recommend this agency to a friend or family member.

Access Domain

- About 83% agreed that the location of services is convenient.
- About 86% percent agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- About 80% agreed with the statement “Staff returns my calls within 24 hours.”
- About 85% agreed that services were available at times that were good for them.

Appropriateness Domain

- Eighty-seven percent agreed with the statement “Staff here believe that I can grow, change, and recover.”
- Almost 88% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment.”
- About 81% reported that staff is sensitive to their cultural background.
- Almost 78% reported agreement that staff tells them what medication side effects to watch for.
- Eighty-two percent reported that they feel free to complain.
- About 85% reported that staff helped them to obtain information needed for the consumer to take charge of managing the illness.

Outcome Domain

- About 77% agreed with the statement “I am better able to control my life”.
- Almost 80% agreed with the statement “I deal more effectively with daily problems”.
- Almost 69% reported that they did better at work or school.
- Almost 68% reported that they did better in social settings.
- About 75% reported that they were better able to deal with a crisis.
- A little more than 73% reported that they got along better with their family.
- About 67% agreed with the statement “My symptoms are not bothering me as much”.

Other Survey Items (not included in a domain or Total Satisfaction scoring)

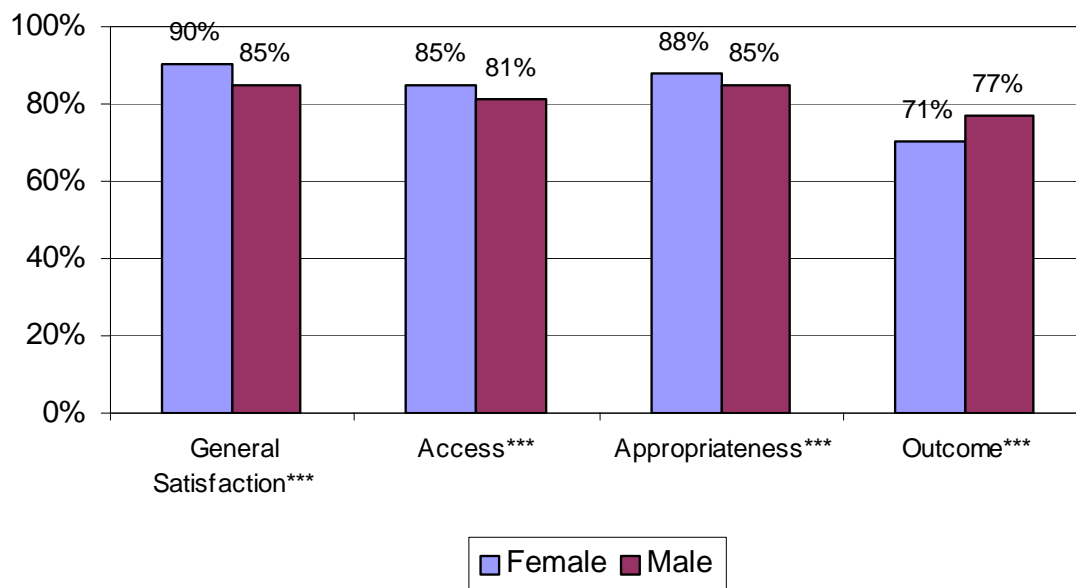
- About 88% reported that they felt comfortable asking questions about their treatment and medication.
- Almost 84% agreed with the statement “I am able to get all the services I think I need.”
- About 72% agreed with the statement “I, not staff, decide my treatment goals.”

Differences Between Groups

Did Satisfaction Differ by Gender?

On all domains with the exception of Outcome, women were significantly more likely to report positive perceptions of CSB services than were their male counterparts. On the Outcome domain, men reported significantly higher positive perceptions than women. Some of the differences between men and women disappear when one takes into account the fact that more men identify themselves as consumers of services for substance use disorders, while more women seek services for mental health issues.

Figure 28: Consumer Satisfaction by Gender



*Differences between groups were significant at the $p \leq .05$ level

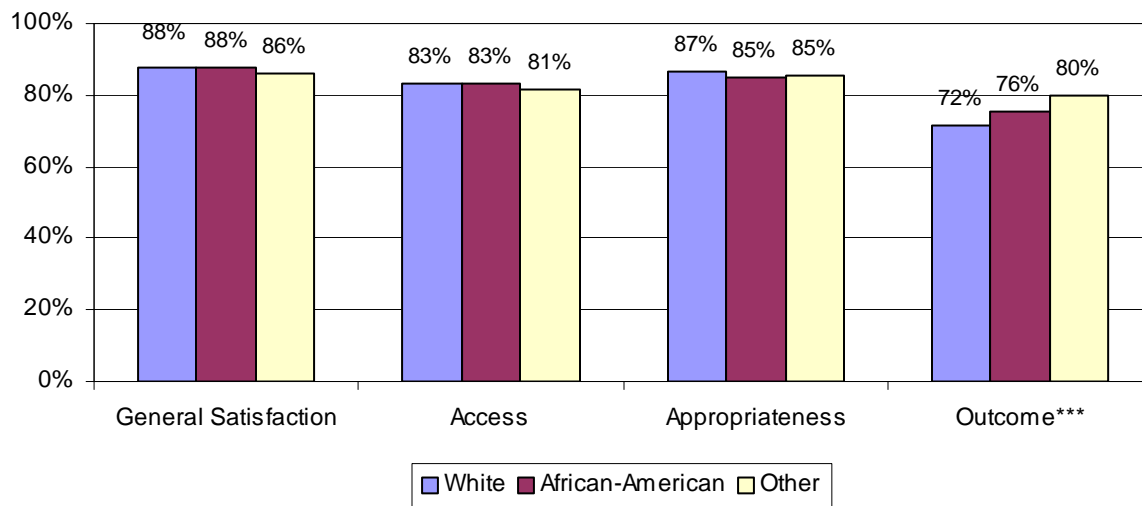
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Race?

While all three race categories reported similar satisfaction rates in the General Satisfaction, Access to Services, and Appropriateness of Services domains, African-American and consumers in the “Other” category of race were significantly more likely to report a positive perception on the Outcome domain than were Whites.

Figure 29: Consumer Satisfaction by Race



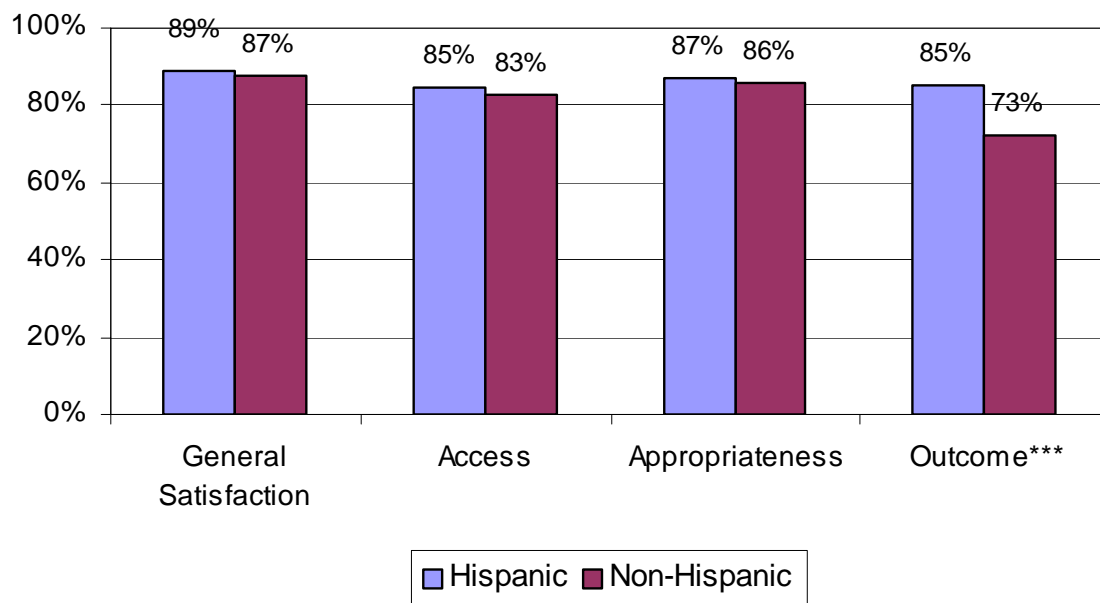
Consumer comments:

- **“I think that this is a good organization. But schedules need to be more flexible.”**
- **“Very good services in all areas except housing, which is not your staff’s (or your organization’s) fault...Wish I could have more time with a psychiatrist.”**
- **“I don’t feel like I’m all alone. I have somewhere to turn to for emotional support.”**

Did Satisfaction Differ by Ethnicity?

The format of this question was revised for the 2004 survey, and the resulting response rate (89.8%) was much higher than last year (24%). Satisfaction rates for Hispanic consumers on all domains were slightly lower than last year, although all were greater than 84%. Hispanic consumers were significantly more likely to report positive perceptions on the Outcome domain than non-Hispanics.

Figure 30: Consumer Satisfaction by Ethnicity



*Differences between groups were significant at the $p \leq .05$ level

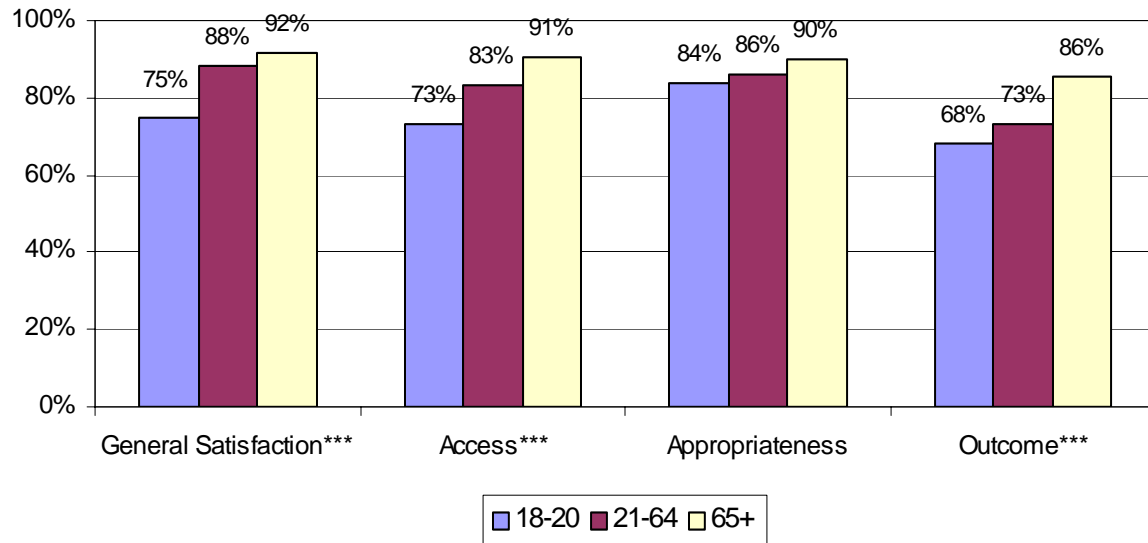
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by the Age Group of the Consumer?

Consumers in the oldest age group were significantly more likely to report positive perceptions on the General Satisfaction, Access, and Outcome domains than those in the younger age groups. These findings are consistent with the surveys from previous years, suggesting that they are fairly stable.

Figure 31: Consumer Satisfaction by Age Group

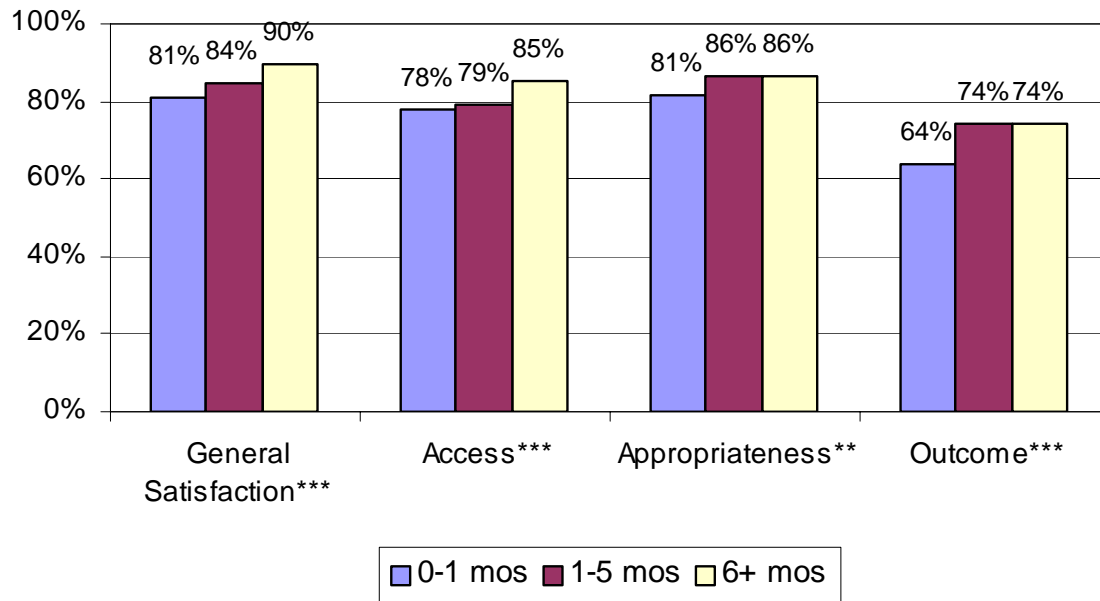


Consumer comment: "The moms program is good. I love to talk about kids and maybe help another mom out."

Did Satisfaction Differ by Length of Treatment?

In general, consumers who received services for a longer period reported more positive perceptions. These differences were significant for all domains.

Figure 32: Consumer Satisfaction by Length of Treatment

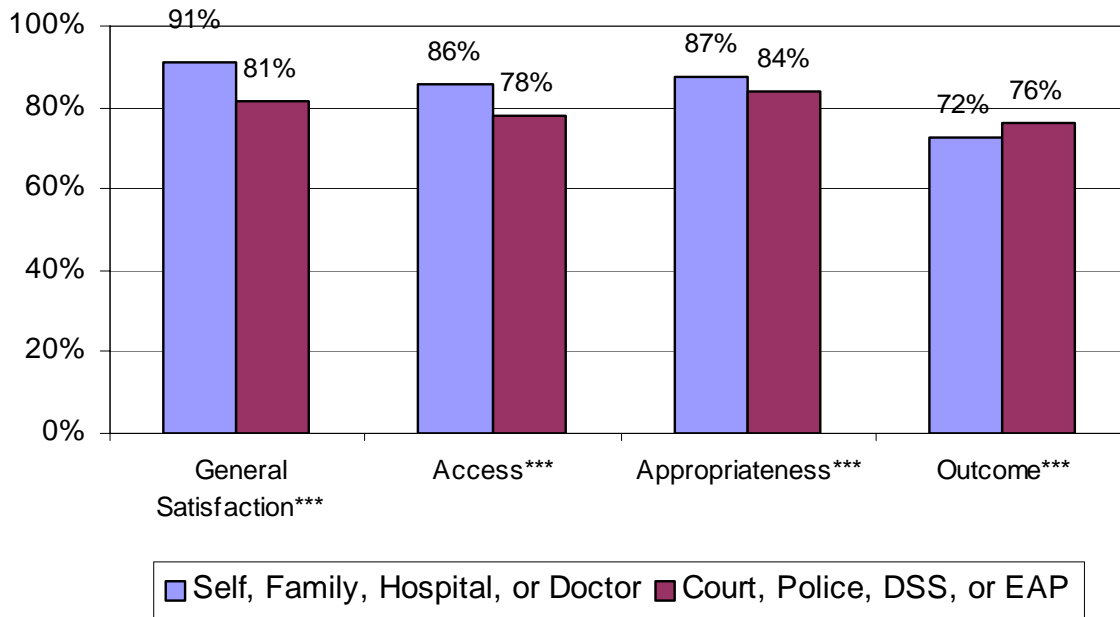


Consumer comment: "Sometimes I think I need to be in an institution."

Did Satisfaction Differ by Referral Source?

Consumers who were referred for treatment by self, family, or physician were significantly more likely to express positive perceptions with regard to Access, Appropriateness, and General Satisfaction. In contrast, consumers referred by outside agencies reported significantly better Outcomes than consumers who were referred by family, friends, or physicians.

Figure 33: Consumer Satisfaction by Referral Source

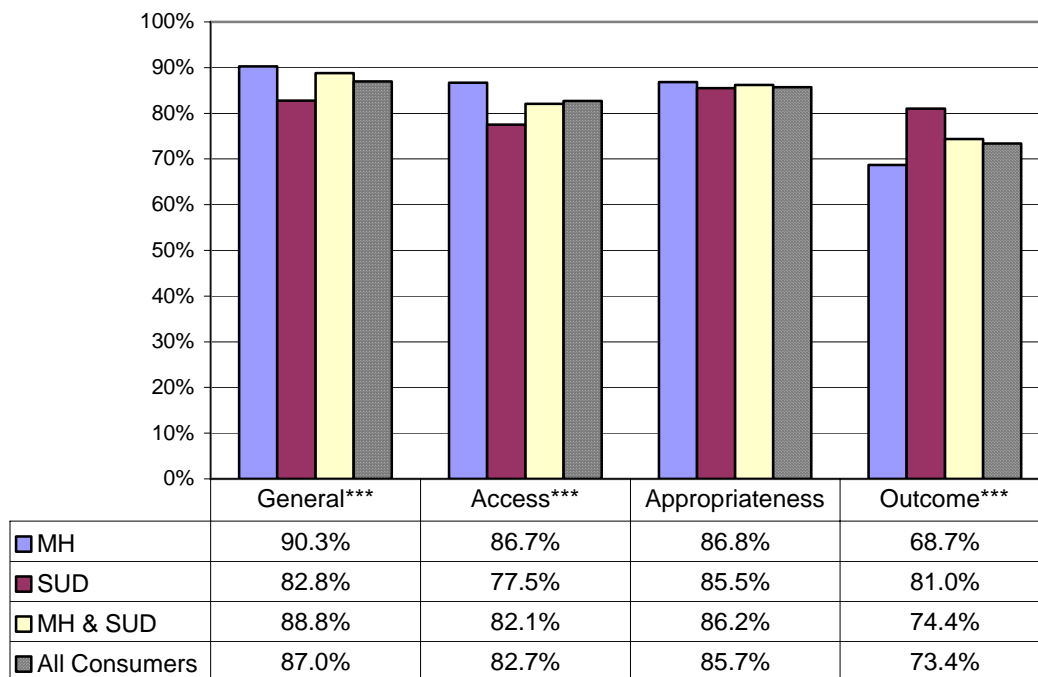


Consumer comment: "I couldn't have survived without their support."

Did Satisfaction Differ by Service Area?

Consumers who reported receiving services for substance use disorders were more likely to report positive perceptions on the Outcome domain than any other group. Consumers who reported receiving services for mental health issues were significantly more likely to report higher perceptions on the General Satisfaction and Access domains.

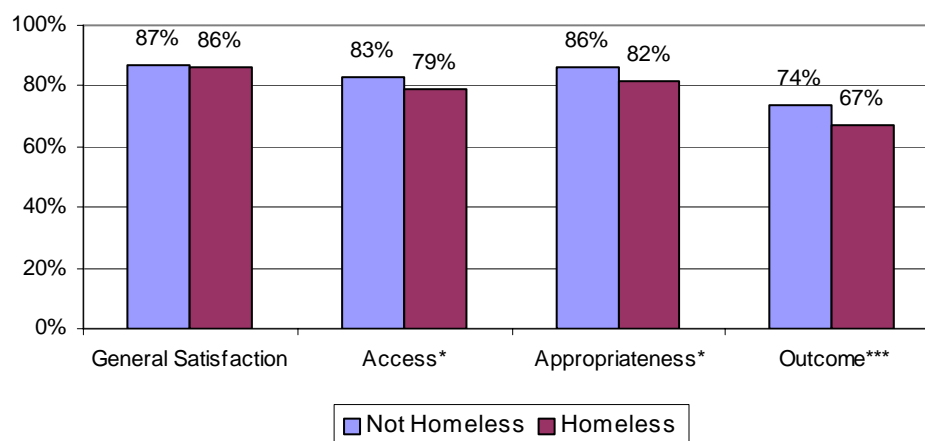
Figure 34: Consumer Satisfaction by Service Area



Did Satisfaction Differ by Housing Situation?

Consumers who reported that they were not homeless within the past six months were significantly more likely to report positive perceptions on the Access, Appropriateness and Outcome domains than those who were homeless.

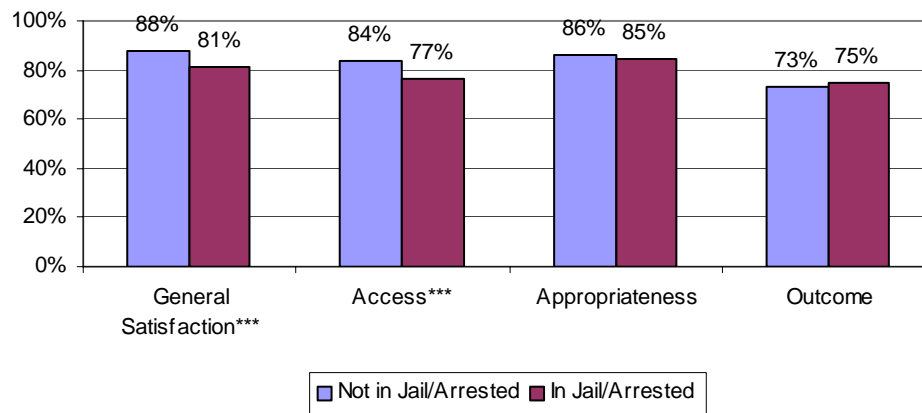
Figure 35: Consumer Satisfaction by Housing Situation



Did Satisfaction Differ by Involvement with the Criminal Justice System?

Consumers who reported that they had not been in jail or arrested within the past six months were significantly more likely to report positive perceptions on the General Satisfaction and Access domains than those who had some involvement with the criminal justice system.

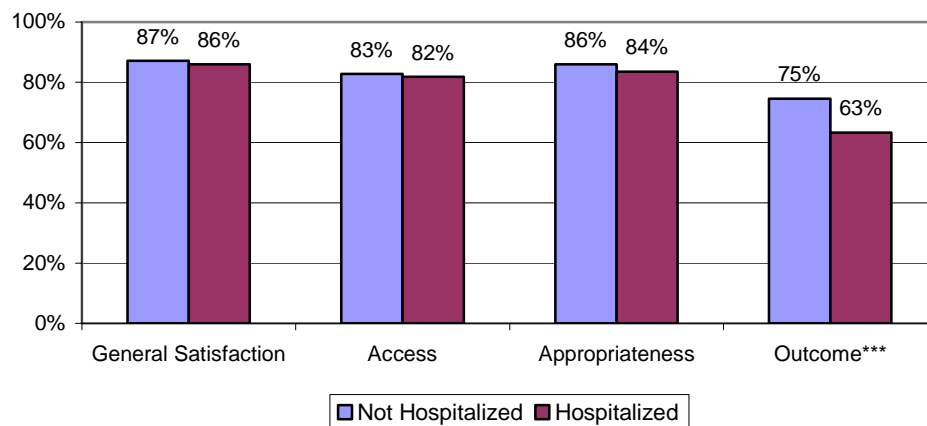
Figure 36: Consumer Satisfaction by Criminal Justice System Involvement



Did Satisfaction Differ by Psychiatric Hospitalization?

Consumers who reported that they had not had a psychiatric hospitalization within the past six months were significantly more likely to report positive perceptions on the Outcome domain than those who had been hospitalized.

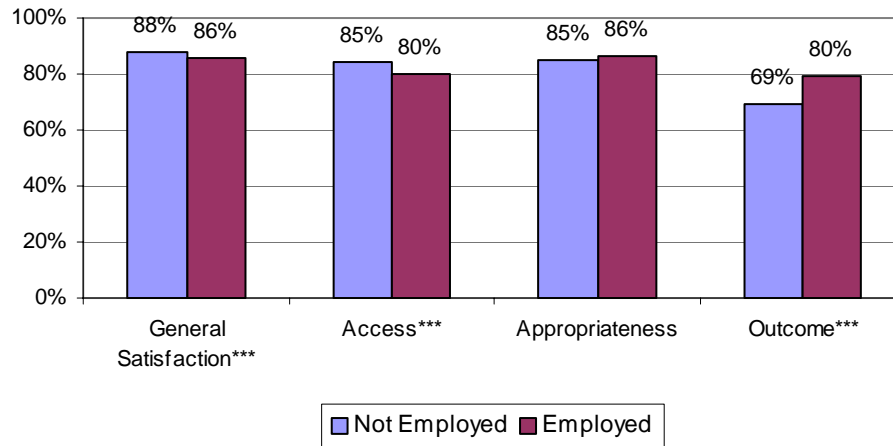
Figure 37: Consumer Satisfaction by Psychiatric Hospitalization



Did Satisfaction Differ by Employment?

Consumers who had paid employment within the past six months were significantly more likely to report positive perceptions on the Outcome domain than those who had not been employed. Those consumers who had no paid employment were significantly more likely to report positive perceptions on the General Satisfaction and Access domains than those who were employed, perhaps the result of conflicts with work schedules.

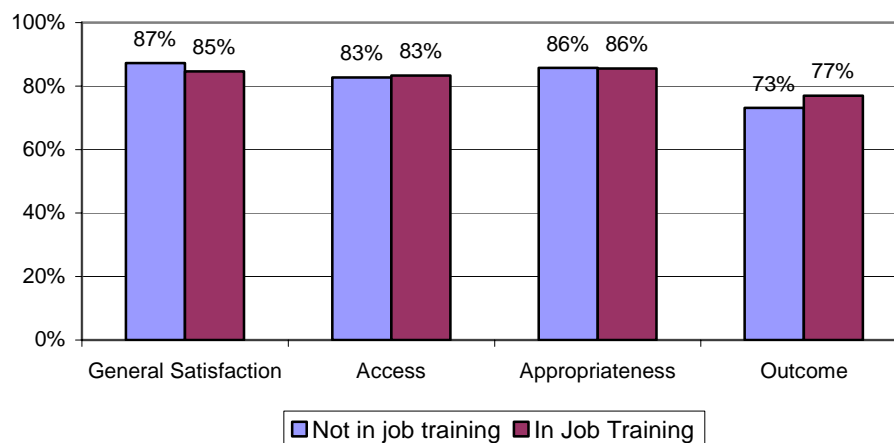
Figure 38: Consumer Satisfaction by Employment



Did Satisfaction Differ by Job Training?

No statistically significant difference was noted on any domain between those consumers who had been in training for a job within the past six months and those who had not.

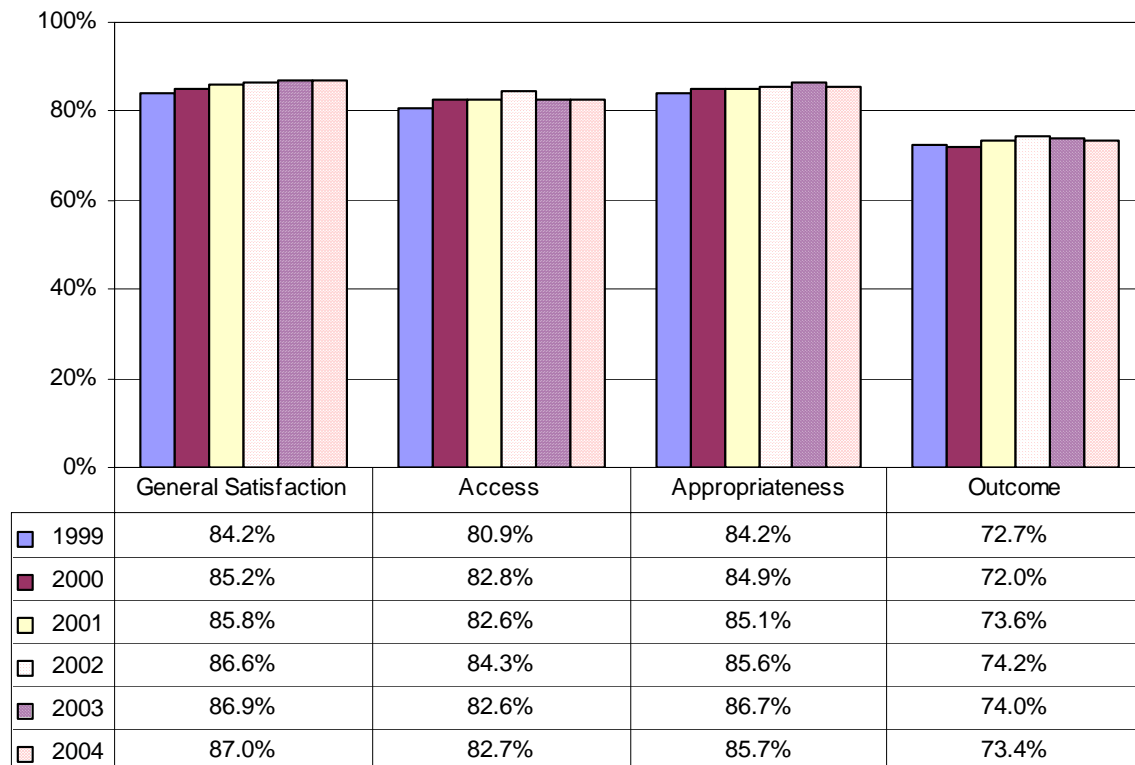
Figure 39: Consumer Satisfaction by Job Training



Trends Over Time

The DMHMRSAS and CSBs have surveyed CSB consumers annually for the past nine years. However, only for the past six years have identical versions of the survey (except for the addition of a demographic indicator for Hispanic self-identification in 2003 and the five new indicators for housing, employment, etc. in 2004) and identical methods for the calculation of indicators been utilized. Therefore, only data from the years 1999 through 2004 will be compared.

Figure 40: Trends Over Time Across Domains



- Consumer perceptions of services have remained positive across years, with the pattern of scores remaining consistent.
- In all six years, the highest ratings given by consumers are on the General Satisfaction, Appropriateness and Access domains and the lowest are on the Outcome domain.
- Access scores for 2004 remained significantly lower than either General Satisfaction or Appropriateness scores.

CSB Level Consumer Perception

In the following section, individual CSB ratings for the four indicator domains are presented. The average CSB satisfaction percent for each domain is included for reference.

Figure 36: Consumer Satisfaction by CSB - General Satisfaction Domain

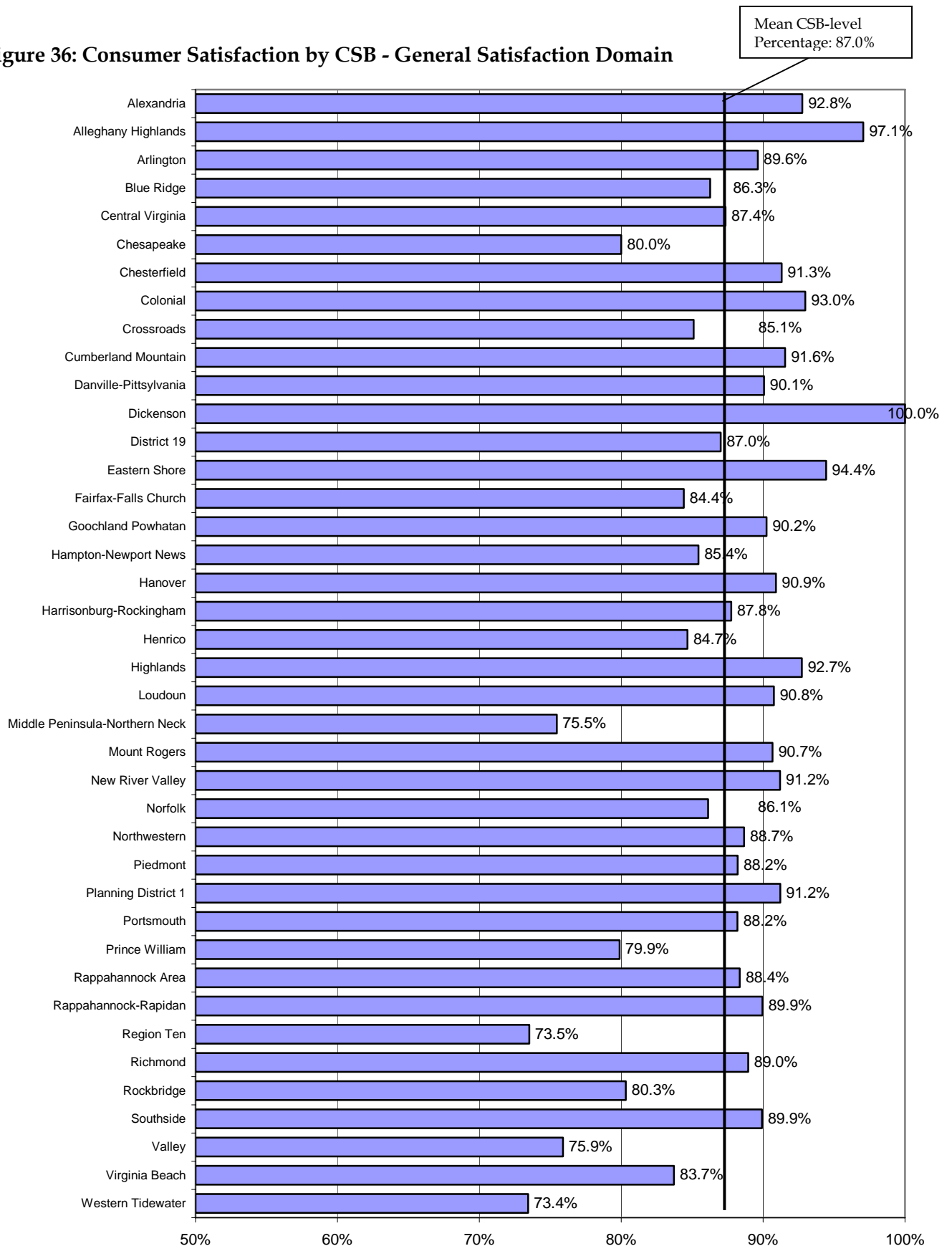


Figure 37: Consumer Satisfaction by CSB - Access Domain

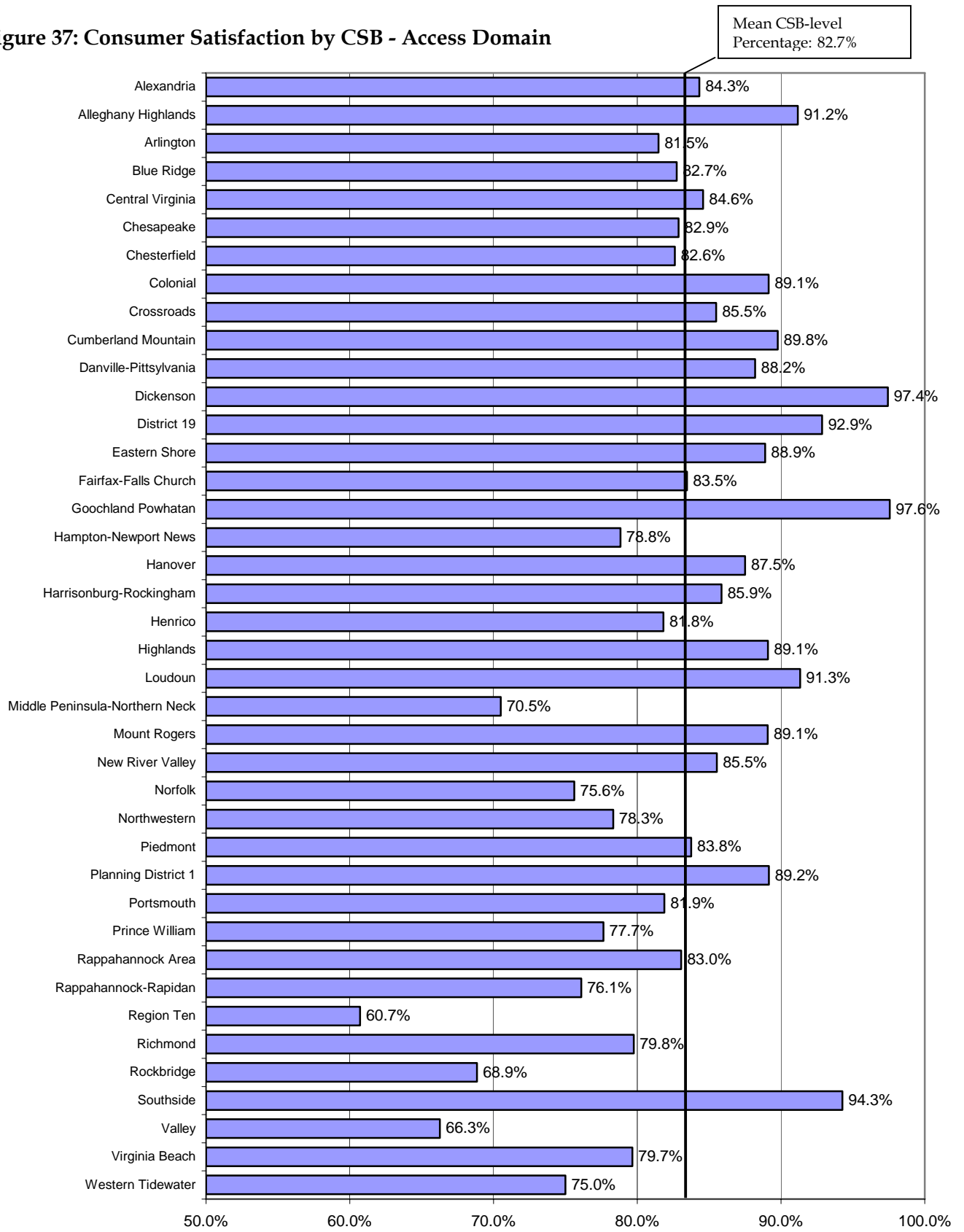


Figure 38: Consumer Satisfaction by CSB - Appropriateness Domain

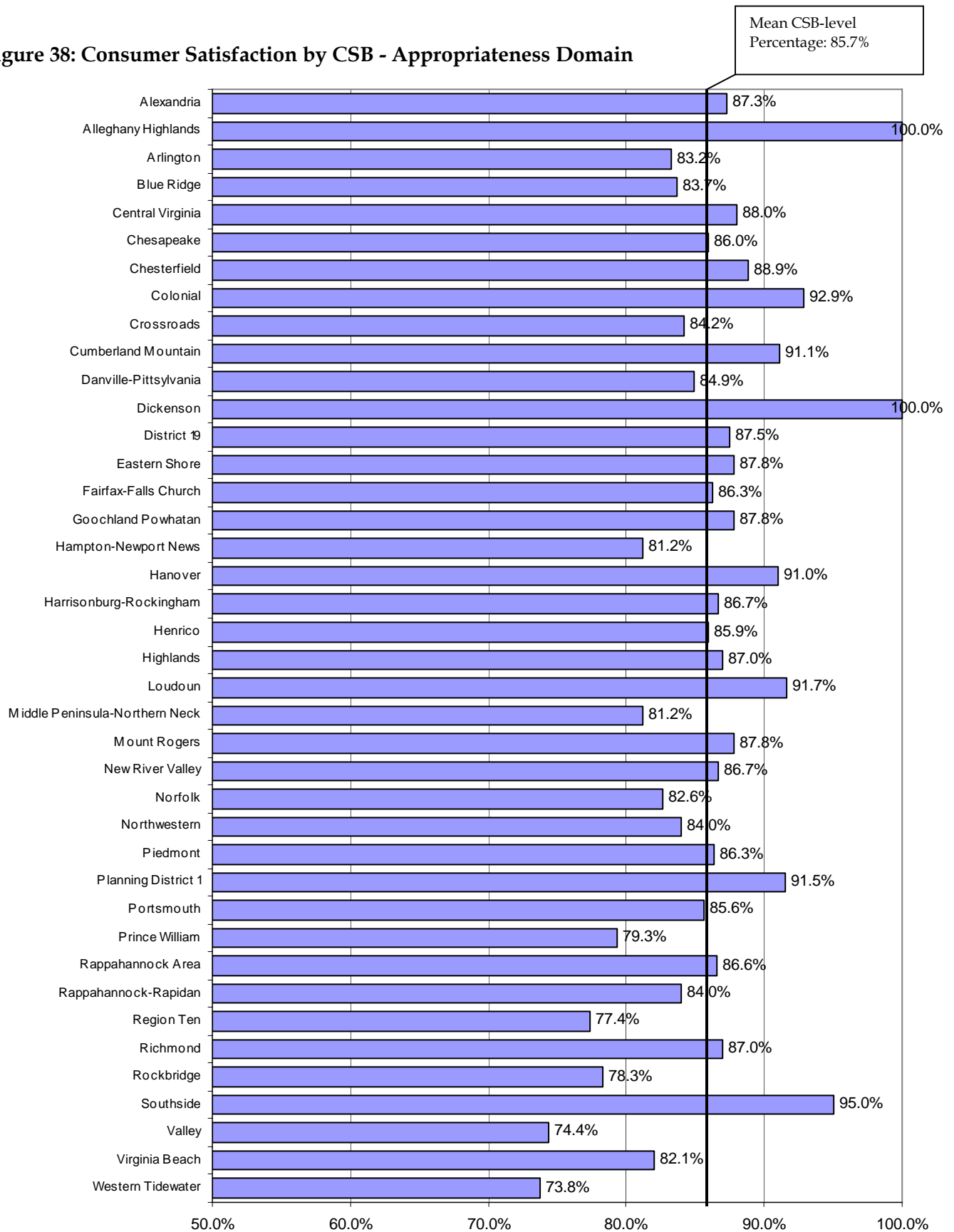
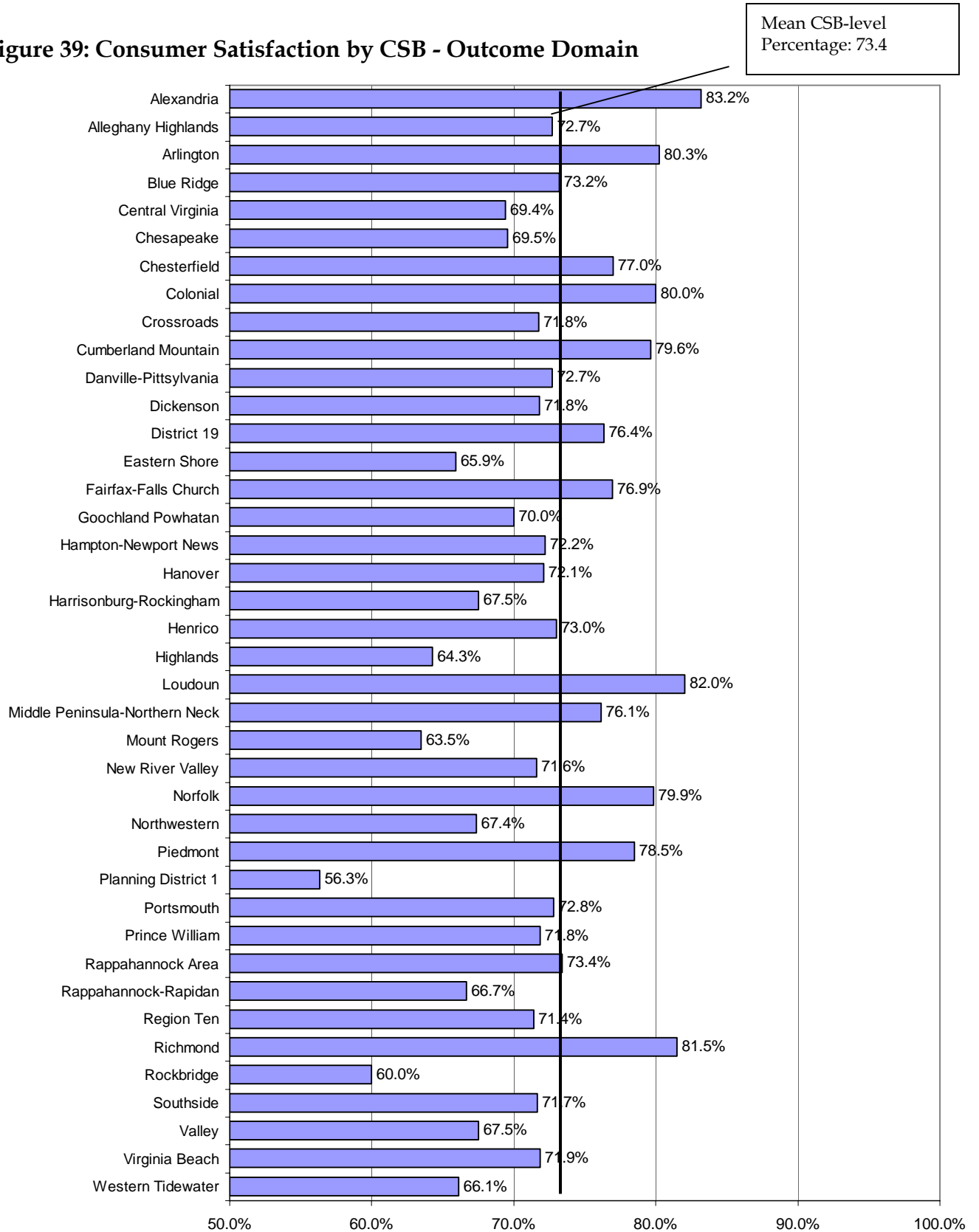


Figure 39: Consumer Satisfaction by CSB - Outcome Domain



Summary

In conclusion, the majority of Virginia's adult mental health and substance use disorder consumers continue to report positive perceptions of the services received through the CSBs on several domains. More than 80% of consumers reported positive perceptions on the domains of Access, Appropriateness, and General Satisfaction. Rates of positive responses on the Outcome domain were considerably lower than the other domains. These findings are consistent with results from the previous years. While small improvements in rates of positive perceptions were noted in the domains of Access and General Satisfaction, slight decreases in the rate of positive perceptions in the Appropriateness and Outcome domains were observed.

Of the consumers surveyed, 52% were male, 63% identified themselves as White, 27% were African-American, eight percent were Hispanic, and approximately 93% were between 21 and 64 years of age. More than one third of all respondents were referred for treatment services by institutions/agencies outside the healthcare system, such as the criminal justice system, departments of social services, or employee assistance programs. Mental health consumers were referred most often (38%) by physicians or hospitals, while SUD clients were referred most often by outside institutions (67%).

In 2004, in coordination with the Center for Mental Health Services, five additional factors were added to the survey, to evaluate their impact on consumer satisfaction with CSB services. Each of these related to the consumer's experience within a limited period of time. Within the six months prior to the survey, seven percent of the respondents reported that they had been homeless, 14% had been arrested or in jail, 11% had a psychiatric hospitalization, 40% had some paid employment, and six percent had job training. Two additional pilot questions measuring the number of arrests in a six-month period in 2003 versus the number in the same period in 2004 showed that, overall, the percent arrested dropped slightly from 18.9% to 18%. Within the SUD consumer group, the drop was more significant (34.4% to 29.4%). The percent arrested increased somewhat for the MH and MH/SUD groups. Fourteen percent of respondents who had no arrests within the six-month period last year had at least one arrest within the same period this year. Sixty-five percent of respondents who were arrested at least once in the six-month period last year had no arrests in the corresponding time period this year.

Data was analyzed with regard to satisfaction with services across Access, Appropriateness, General Satisfaction and Outcome domains. A dose-response effect was observed between age and the four domains. The oldest age group was significantly more likely to report positive perceptions on all domains than the younger age groups. These findings are consistent with the results from the last several Consumer Surveys, suggesting that they are fairly stable. Gender also appeared to be significantly related to results on all survey domains. As in earlier surveys, women were significantly more likely to report positive perceptions on all domains than men, with the exception of Outcome.

Race and ethnicity were related to perceptions on the Outcome domain. African Americans were more likely to have positive perceptions related to treatment outcome than Whites. Persons in the "Other" race group were significantly more likely to have a positive perception than White or African American consumers on the Outcome scale. Persons identifying

themselves as Hispanic were significantly more likely to report positive perceptions on the Outcome domain than non-Hispanics.

Length of time in treatment was related to perceptions on all domains. Consumers who received treatment for one month or less were less likely to report positive perceptions on all domains than consumers in treatment for more than one month. This difference persisted even when differences in service areas were taken into account, with the exception of the Appropriateness domain, where those receiving services for substance use disorders for less than six months were more likely to have a positive perception than those who had received services for six months or longer. Persons referred for treatment by the Court, Police, DSS or EAP reported lower rates of satisfaction on the Access, Appropriateness, and General Satisfaction domains than persons referred by family members, physicians, hospitals, or themselves, but showed significantly more positive responses on the Outcome domain.

Participation in job training was the only one of the five newly added factors that appeared to have no impact on the perception of services. Consumers who had not been homeless were significantly more likely to report positive perceptions on the Access, Appropriateness, and Outcome domains. Those consumers who had not been arrested or in jail were more likely to express satisfaction on the General Satisfaction and Access domains. Those who had no psychiatric hospitalizations were more likely to express satisfaction on the Outcome domain, as were those who had paid employment. Those who had no paid employment were more likely to express satisfaction on the General Satisfaction and Access domains.

SUD consumers differed significantly from mental health consumers in their responses on all domains except Appropriateness, where the differences were not statistically significant. SUD consumers reported significantly lower rates of positive perceptions in all domains except the Outcome domain, in which they reported more positive perceptions than the other two groups. Similar differences between SUD consumers and consumers with MH/SUDs were noted.

Considerable variability was found in reported survey response rates, ranging from 24.8% to 97.1% of kept non-emergency appointments for the survey week. Depending on a CSB's response rate, survey results may be more or less representative of the consumers a CSB is serving. In addition, some CSBs had a higher incidence of incomplete surveys, typically due to the respondents missing the second page. CSB response rates and survey results for 2004 may have been affected by local factors such as budget issues, differences in survey instructions, etc. While it is not possible to identify all such influences, such factors should be considered before drawing conclusions about a given CSB's performance.

Several limitations prevent conclusive interpretation of these findings. First, the results of this survey reflect the perceptions of only those consumers who choose to remain in treatment at CSBs. Because consumers who are not in treatment are not surveyed, these results cannot be generalized to all consumers served by CSBs. Furthermore, studies have shown that satisfaction surveys administered by staff show higher rates of satisfaction than surveys that are self-administered or administered by mail. Therefore, these results should only be compared with survey results from surveys utilizing similar methodology.

Second, because participants in the survey were not randomly selected, these findings cannot be generalized to the population served by CSB. Random selection of participants is critical to

generalizing the findings to the population being served by a CSB because it ensures that every consumer served by a CSB has an equal chance of being surveyed.

Third, the MHSIP measure used for this survey was designed to improve the quality of mental health programs and services and was not necessarily designed for substance use disorder populations. Thus, caution should be taken when interpreting the results for substance use disorder consumers. It may be that the significant differences observed between the two populations are partly attributed to the instrument. In addition, all variables were obtained by self-report, making the findings open to self-report biases. Finally, because the survey is a cross-sectional design, these findings represent the perceptions of consumers only at the time of the survey. Perceptions and attitudes may change over time.

Despite these limitations, the survey clearly contributes a greater understanding of consumer perception about publicly funded mental health and substance use disorder treatment services. Race/ethnicity and gender differences in perception of CSB services, for example, highlight the need for CSBs to be continually aware of the importance of such demographic characteristics when providing treatment services.

Consumer comments:

- **“I think that the staff should explain disorders more so that consumers can deal with disorders better.”**
- **“I do wish they could be a little understanding about my work schedule which sometimes may cancel out some of my group appointments.”**
- **“I feel I am improving, more stable and will recover in time.”**

CHAPTER 2: MENTAL HEALTH CONSUMER RESPONSES

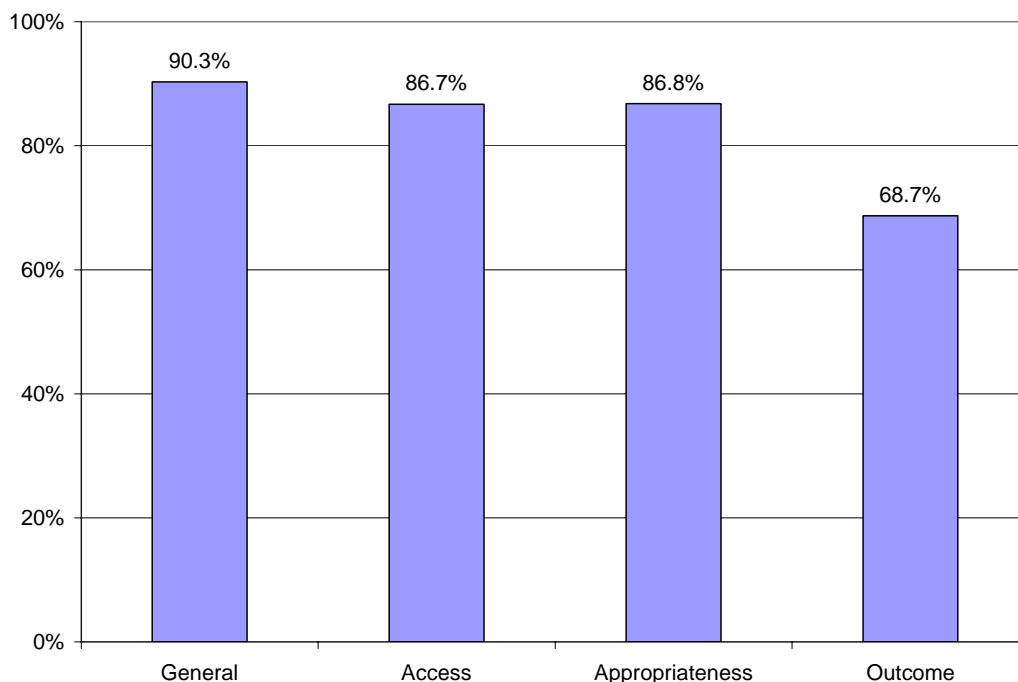
Consumer and Treatment Characteristics

A total of 3,362 consumers (49.9%) identified mental health as the primary reason for receiving services from the CSB.

- The majority (about 91%) were between the ages of 21 and 64, and about 3% were between the ages of 18 and 20.
- Sixty-two percent were female, about 69% were White, and 23.2% were Black/African-American.
- With regard to Hispanic origin, 4.2% identified themselves as Hispanic.
- Only 11.9% were referred from DSS, Employer, Court, or Law Enforcement, while the majority were referred by a physician (38.2%) or were referred by self, family, or friends (36.8%).
- About two-thirds (68.4%) had been receiving services for twelve months or more.
- Almost 29% of consumers had received services for more than five years.
- In the six months prior to the survey, five percent had been homeless, five percent had been arrested or in jail, 13% had a psychiatric hospitalization, 28% had paid employment, and five percent had received job training.

Satisfaction On All Domains

Figure 1: MH Consumer Satisfaction Across Domains



Note: Data for this chapter is located in Appendix B.

General Satisfaction Domain

- About 92% agreed with the statement “I like the services that I receive”.
- A little more than 86% agreed with the statement “If I had other choices, I would still get services from this agency”.
- About 90% reported that they would recommend this agency to a friend or family member.

Access Domain

- About 86% agreed that the location of services is convenient.
- About 88% agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- Almost 84% agreed with the statement “Staff returns my calls within 24 hours.”
- About 91% agreed that services were available at times that were good for them.

Appropriateness Domain

- About 86% agreed with the statement “Staff here believe that I can grow, change, and recover”.
- Almost 90% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment”.
- About 84% reported that staff is sensitive to their cultural background.
- Eighty-two percent reported agreement that staff tells them what medication side effects to watch for.
- Eighty-three percent reported that they feel free to complain.
- Almost 86% reported that staff helped them to obtain information needed for the consumer to take charge of managing the illness.

Outcome Domain

- Almost 75% agreed with the statement “I am better able to control my life”.
- About 78% agreed with the statement “I deal more effectively with daily problems”.
- About 62% reported that they did better at work or school.
- Only 64.3% reported that they did better in social settings.
- About 72% reported that they were better able to deal with a crisis.
- A little more than 70% reported that they got along better with their family.
- About 64% agreed with the statement “My symptoms are not bothering me as much”.

Other Survey Items (not included in a Domain or Total Satisfaction Scoring)

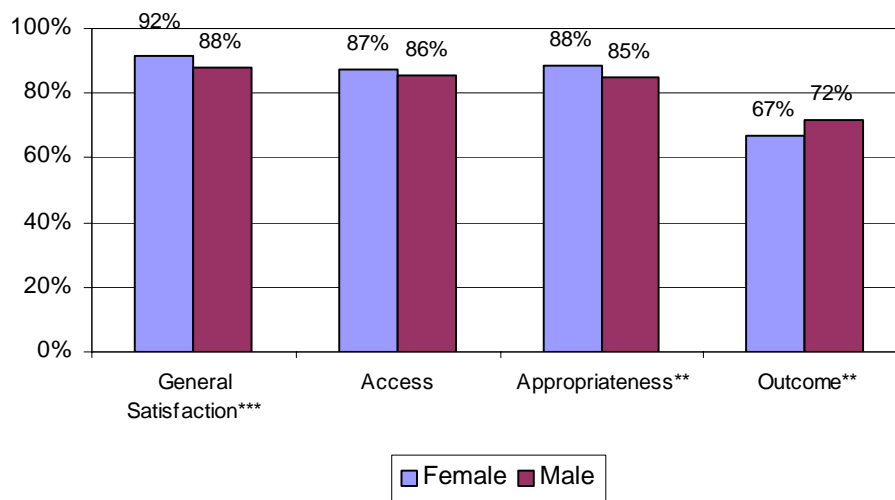
- About 90% reported that they felt comfortable asking questions about treatment and medication.
- A little over 85% agreed with the statement “I am able to get all the services I think I need”.
- A little over 74% agreed with the statement “I, not staff, decide my treatment goals”.

Differences Between Groups

Did Satisfaction Differ by Gender?

Similar to previous years, female consumers were more likely to report positive perceptions on all domains except outcome than male consumers. Female consumers were significantly more likely to report positive perceptions on the General Satisfaction and Appropriateness domains, while male consumers were significantly more likely to report positive perceptions on the Outcome domain.

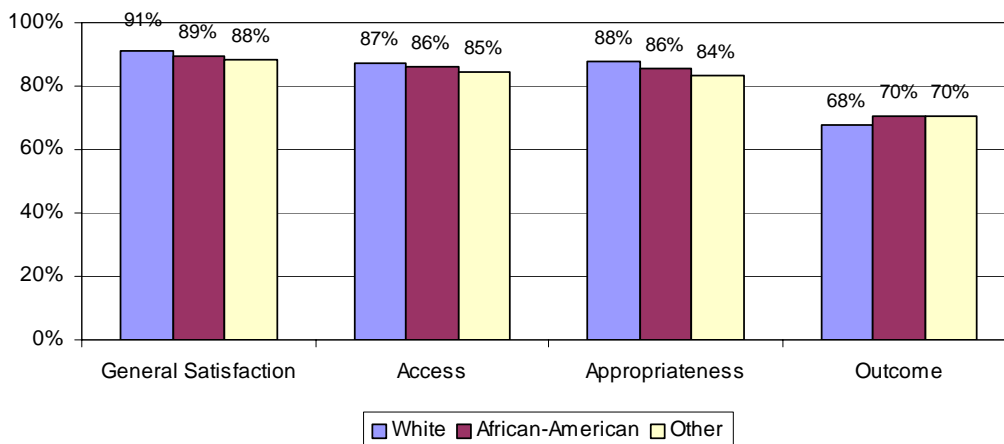
Figure 2: MH Consumer Satisfaction by Gender



Did Satisfaction Differ by Race?

No statistically significant difference was found in the level of satisfaction between consumers of different races who received mental health services.

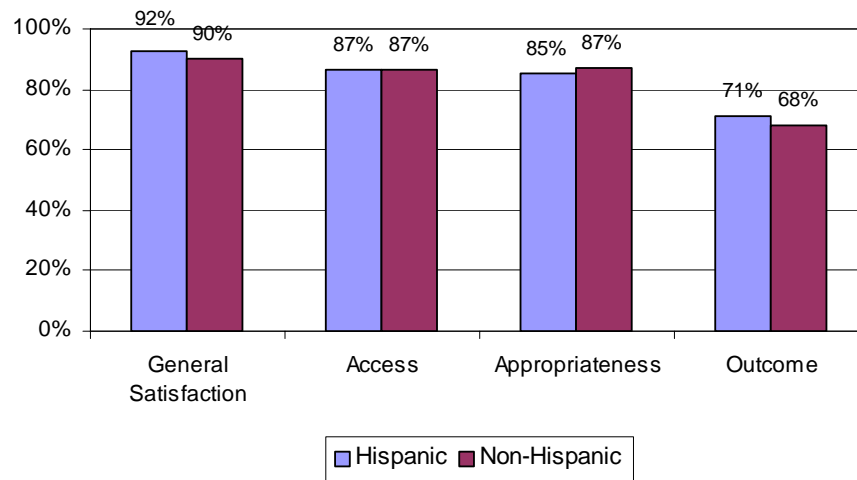
Figure 3: MH Consumer Satisfaction by Race



Did Satisfaction Differ by Ethnicity?

The survey was modified in 2003 to collect ethnicity status independent of race, and again in 2004, to improve the visibility of the question. The response rate to this question for MH consumers in 2004 (96%) was much higher than last year (25%), due to the improvement in the placement of the question on the survey form. Of those who received mental health services, no statistically significant difference was found in the level of satisfaction between consumers who reported Hispanic ethnicity than those who reported that they were not of Hispanic ethnicity.

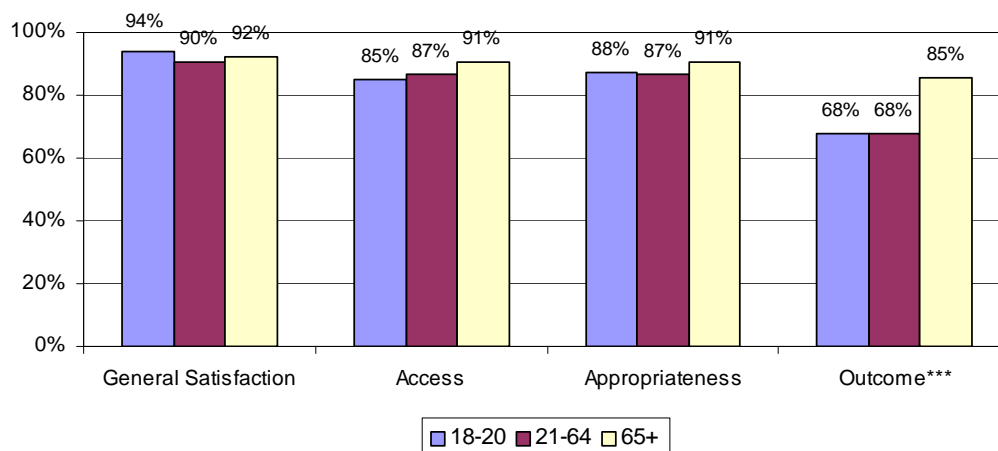
Figure 4: MH Consumer Satisfaction by Ethnicity



Did Satisfaction Differ by the Age Group of the Consumer?

Consumers in the oldest age group, 65 years and over, were significantly more likely to report positive perceptions on the Outcome domain than those in the younger two age groups.

Figure 5: MH Consumer Satisfaction by Age Group



*Differences between groups were significant at the $p \leq .05$ level

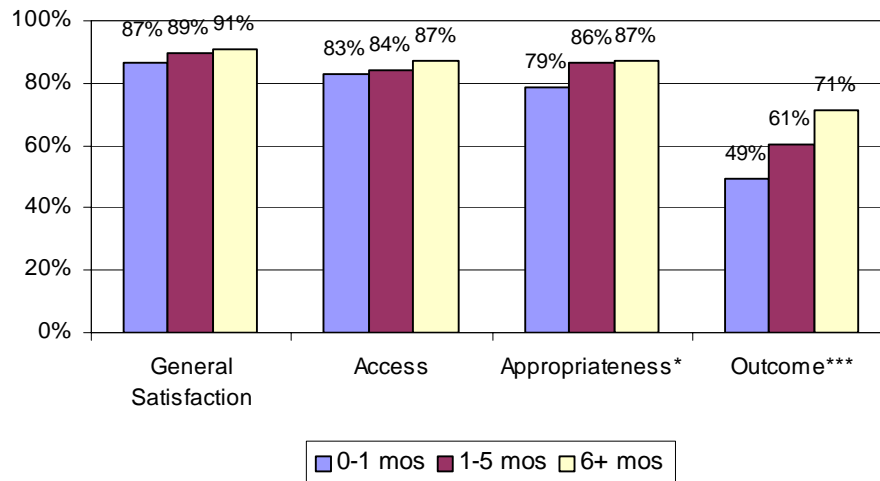
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Length of Treatment?

Consumers who had been in treatment longer were significantly more likely to express positive perceptions on the Appropriateness and Outcome domains.

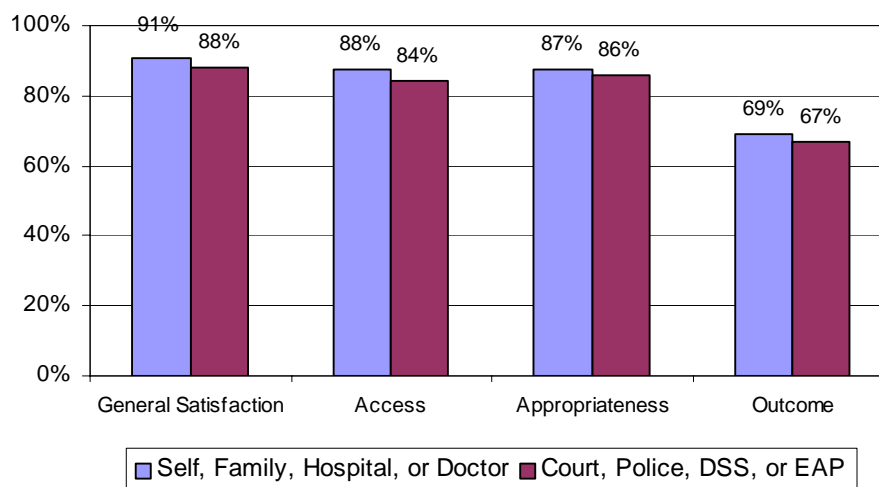
Figure 6: MH Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

Of those consumers who received mental health services, no statistically significant difference was found in the level of satisfaction between consumers who were referred by DSS, EAP, courts, or the police, compared to those who were referred by family, a physician, a hospital, or themselves.

Figure 7: MH Consumer Satisfaction by Referral Source



*Differences between groups were significant at the $p \leq .05$ level

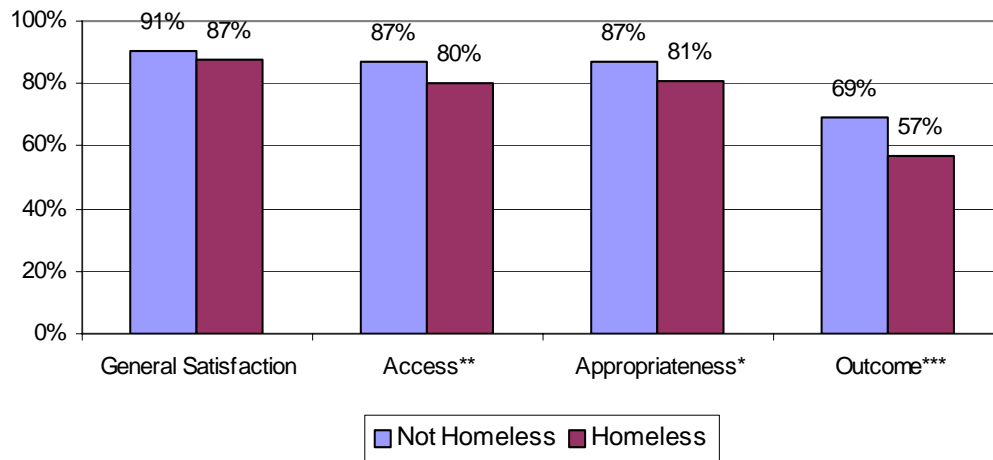
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Housing Situation?

MH consumers who had not been homeless within the past six months were significantly more likely to express positive levels of satisfaction on the Access, Appropriateness, and Outcome domains than homeless MH consumers.

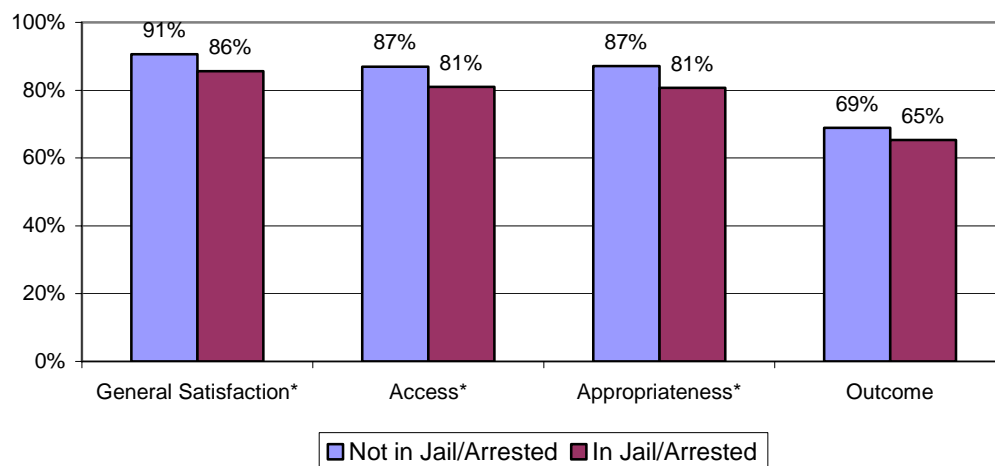
Figure 8: MH Consumer Satisfaction by Housing Situation



Did Satisfaction Differ by Involvement with the Criminal Justice System?

MH consumers who had not been in jail or arrested within the past six months were significantly more likely to report positive perceptions on the General Satisfaction, Access and Appropriateness domains than those who had some involvement with the criminal justice system.

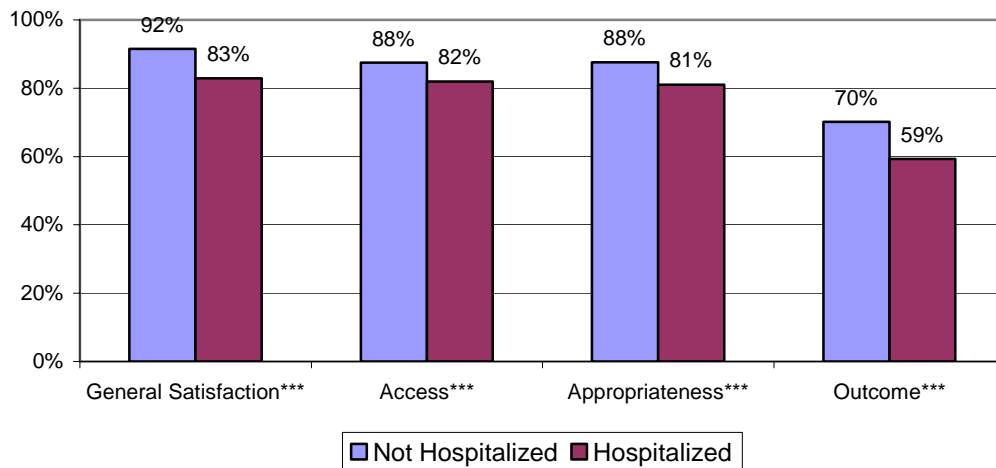
Figure 9: MH Consumer Satisfaction by Criminal Justice System Involvement



Did Satisfaction Differ by Psychiatric Hospitalization?

MH consumers who had no psychiatric hospitalizations in the past six months were significantly more likely to report positive perceptions of CSB services on all domains.

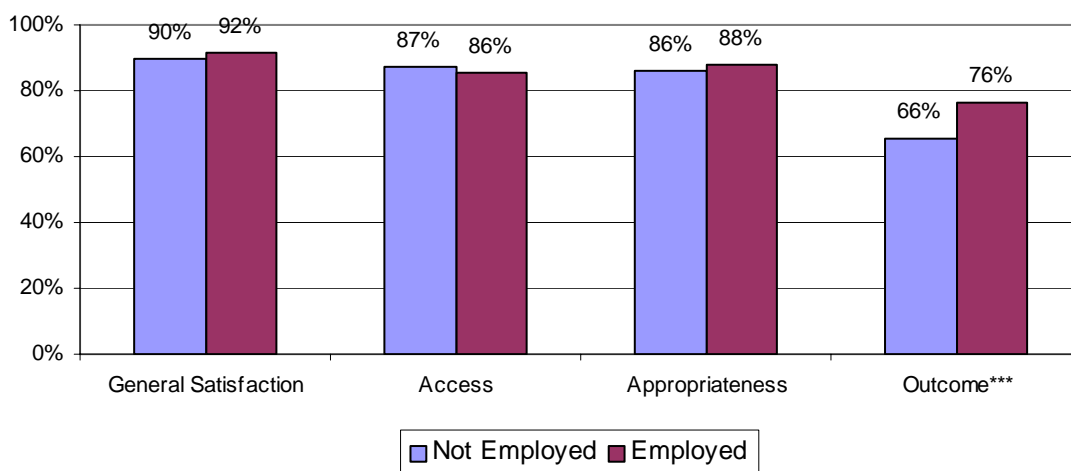
Figure 10: MH Consumer Satisfaction by Psychiatric Hospitalization



Did Satisfaction Differ by Employment?

MH consumers who had paid employment within the past six months were significantly more likely to report positive perceptions on the Outcome domain than those who had not been employed.

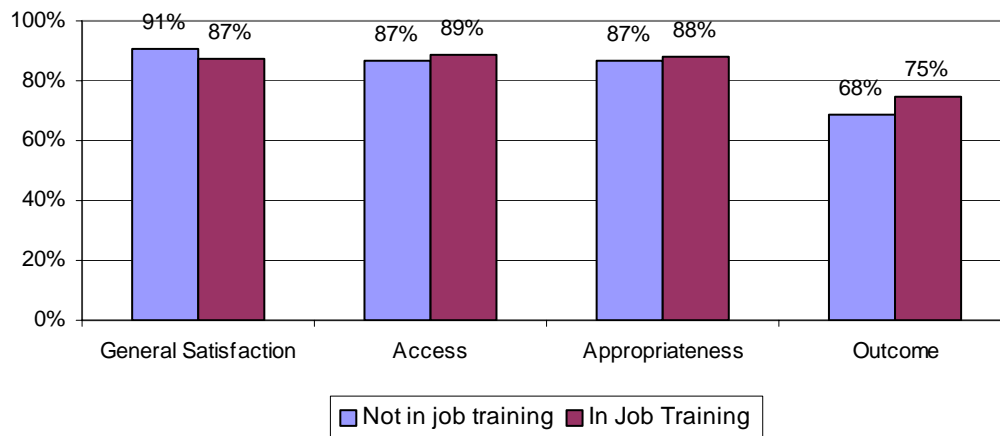
Figure 11: MH Consumer Satisfaction by Employment



Did Satisfaction Differ by Job Training?

No statistically significant difference in satisfaction level was noted on any domain between those MH consumers who had been in training for a job within the past six months and those who had not.

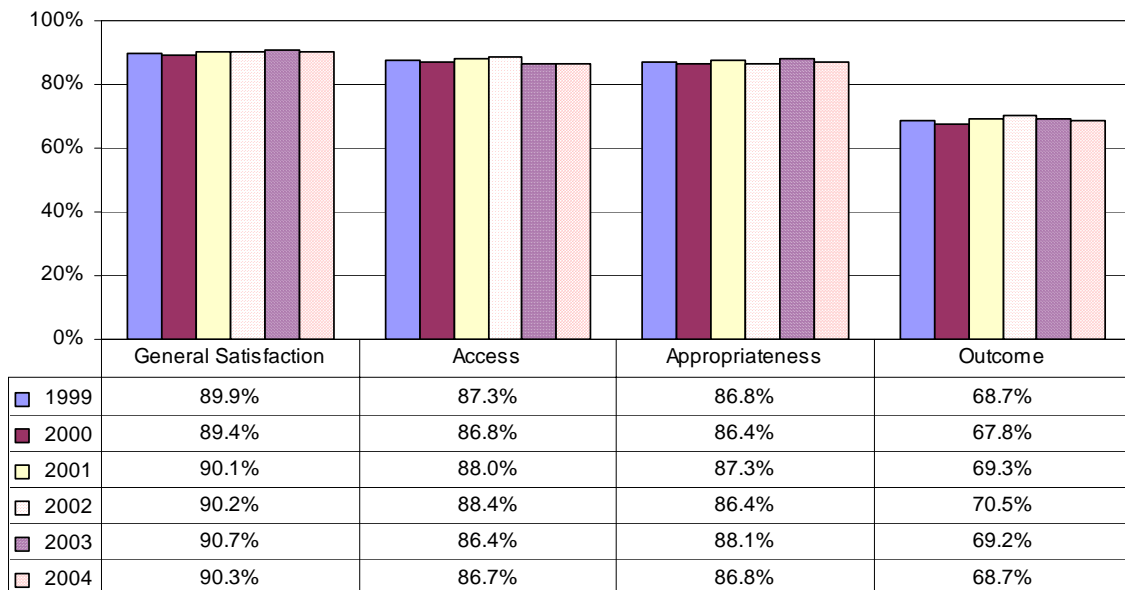
Figure 12: MH Consumer Satisfaction by Job Training



Trends Over Time

- Consumer satisfaction rates on all domains show a stable trend with slight variations over the six-year period.

Figure 13: MH Consumer Satisfaction Trends (1999 – 2004)



CSB Level Consumer Perception

- Individual CSB ratings for the four indicator domains are presented in Figures 14 – 17.
- Only those CSBs with more than ten surveys for which the domain subscale score could be calculated are presented in the graphs.
- Statewide average satisfaction percents are included for reference.

Consumer comments:

- **“One of my medications that really helps I cannot afford, nor can I get it here.”**
- **“I really thank the night people. They help me when I have a problem I feel like I just can’t deal with. Thanks!”**
- **“I think it would be nice if we did activities in group. Ex: Look for jobs in paper if someone in group is unemployed, money management, balancing checkbook, doing taxes, etc.”**
- **“Because of the knowledge & insight from my 'therapist', I have been prescribed medication that actually works! And I feel I have been (finally) diagnosed correctly!”**

Figure 14: MH Consumer Satisfaction – General Satisfaction Domain by CSB

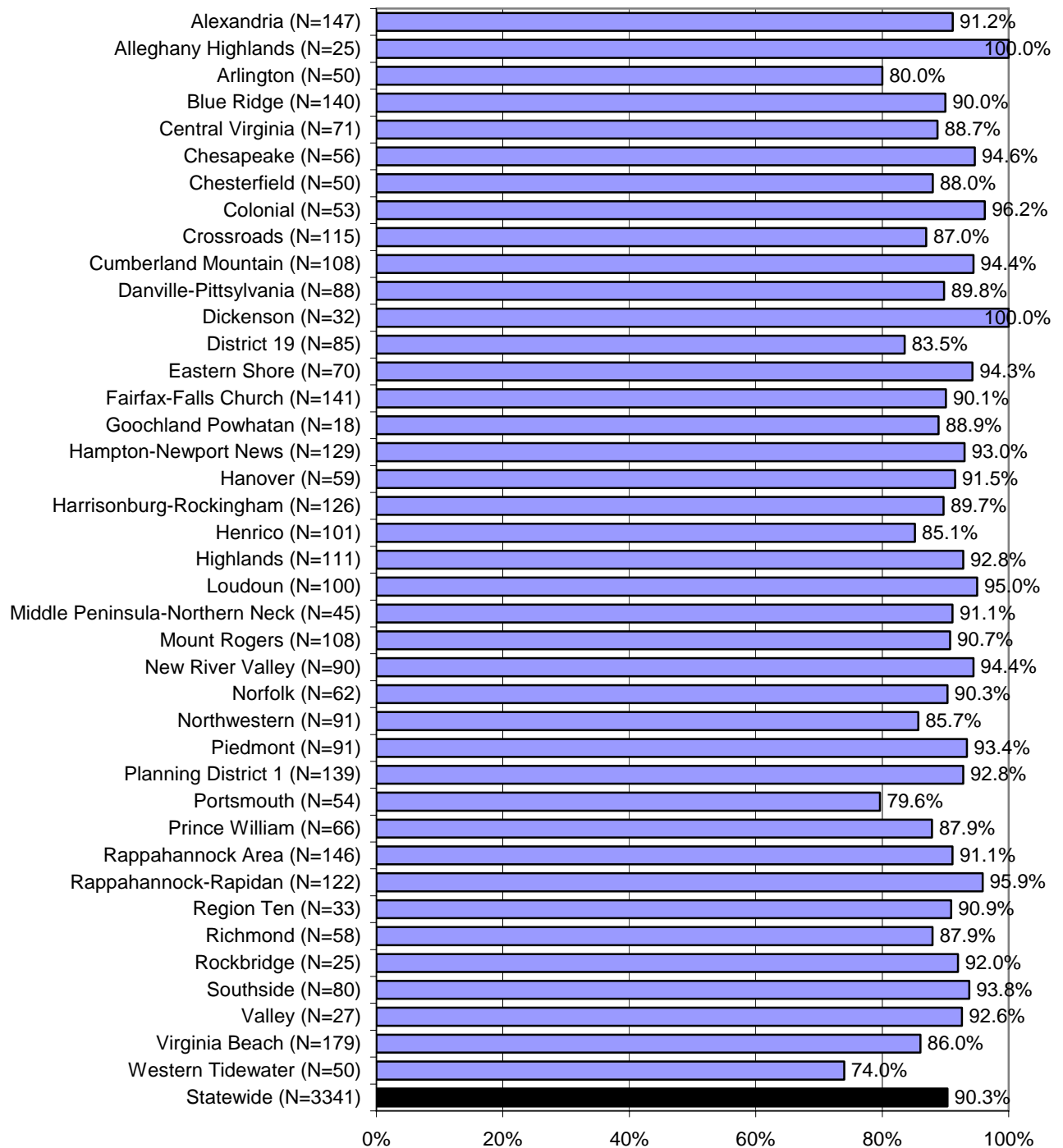


Figure 15: MH Consumer Satisfaction – Appropriateness Domain by CSB

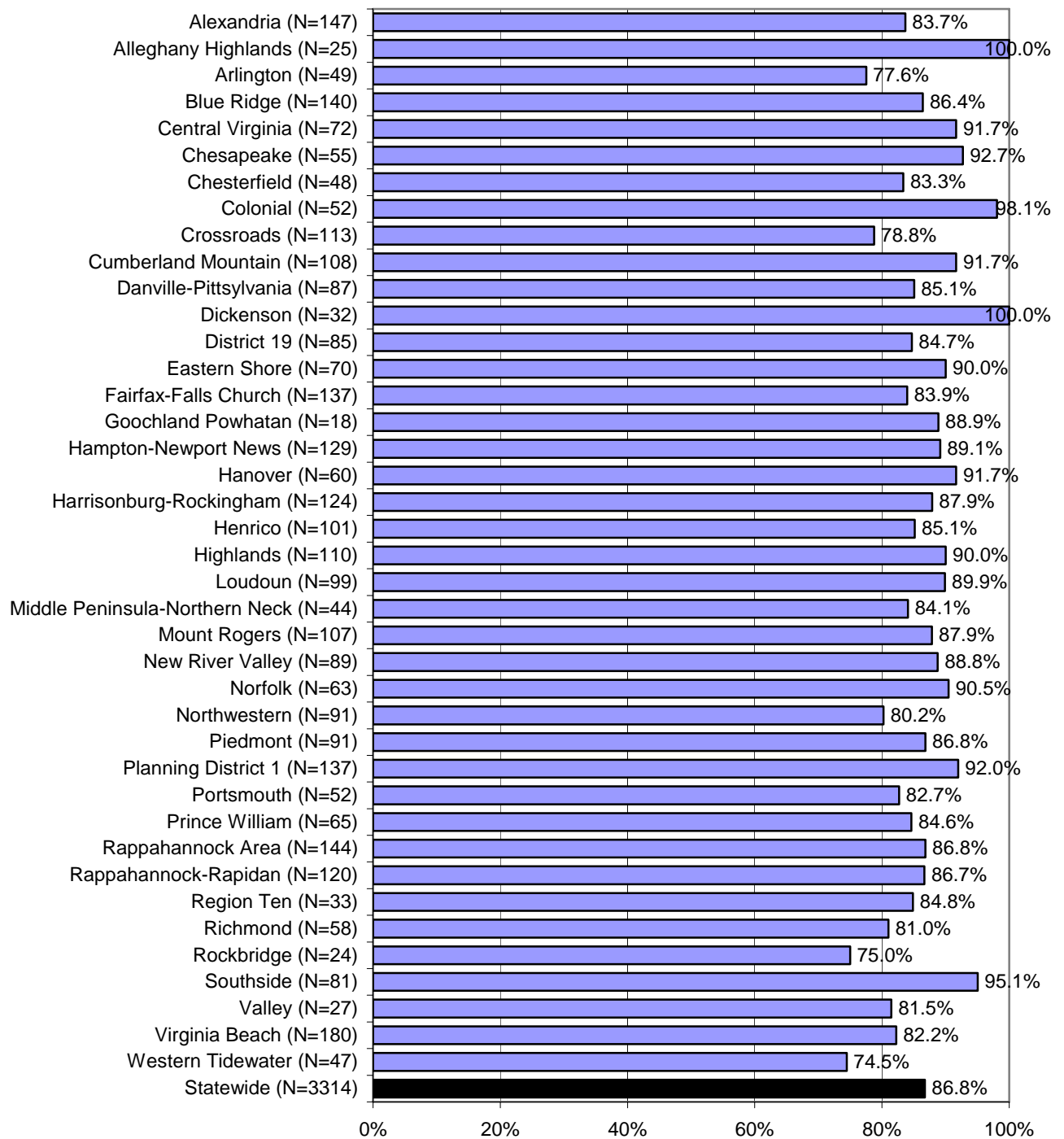


Figure 16: MH Consumer Satisfaction – Access Domain by CSB

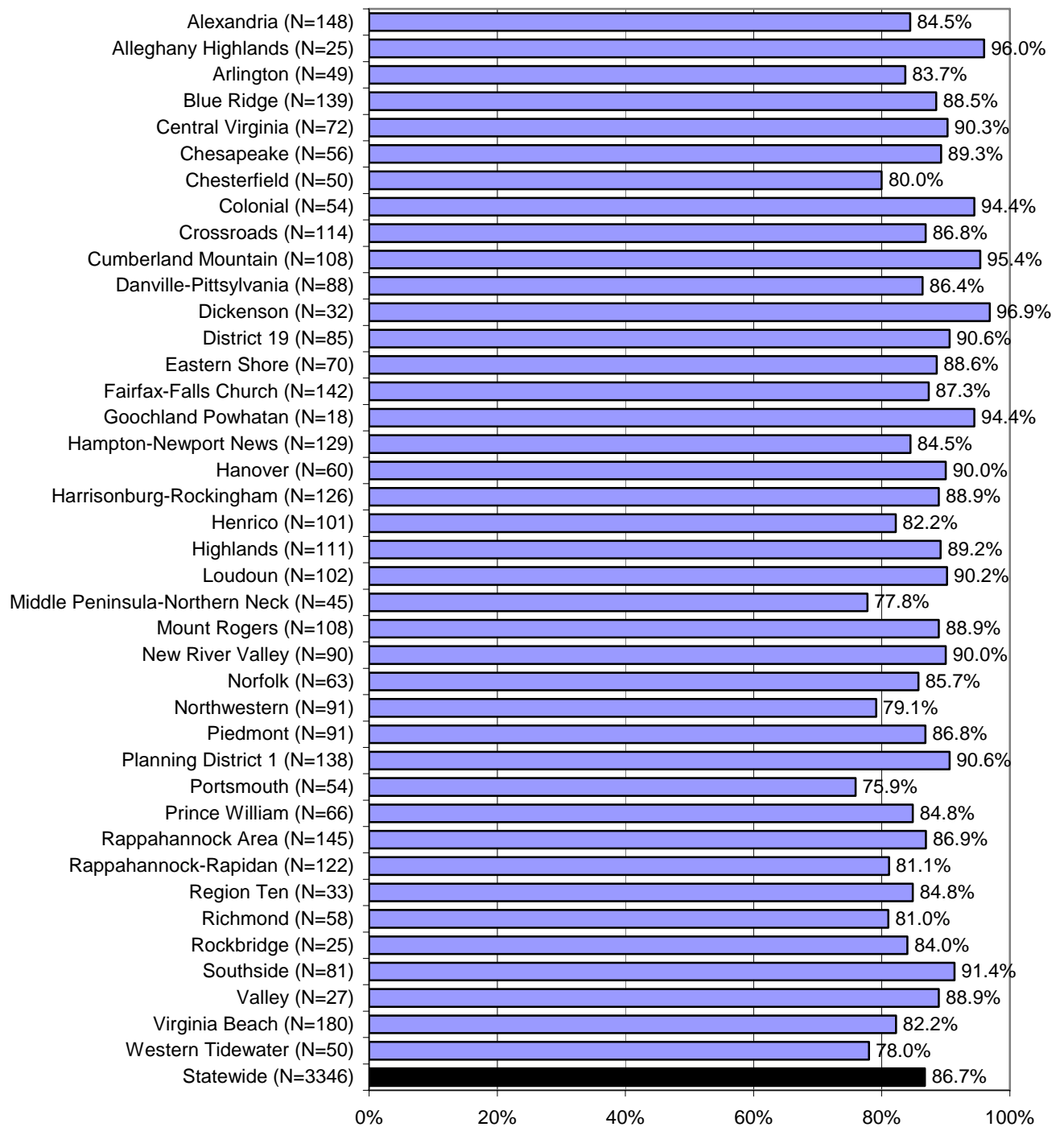
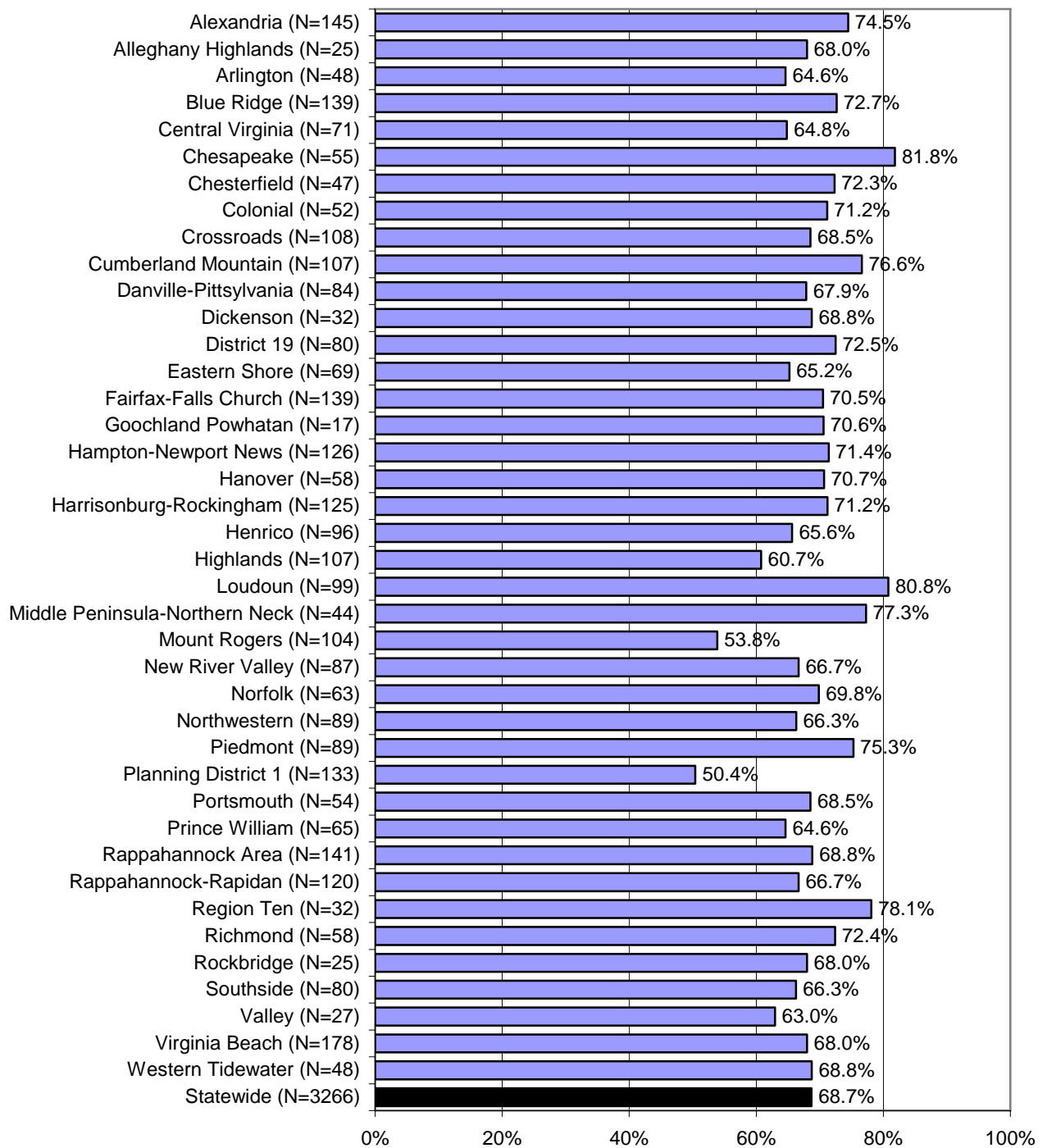


Figure 17: MH Consumer Satisfaction – Outcome Domain by CSB



Discussion

Compared to national data (National Association of State Mental Health Program Directors, NASMHPD Research Institute), mental health consumers in Virginia are at least as satisfied or more satisfied across all domains except Access than their peers across the country. In Virginia, most MH consumers report positive perceptions of CSB services. These percents have been fairly consistent over time on all domains since 1999. The percentage of satisfaction decreased slightly on the Appropriateness domain this year (88.1% in 2003 to 86.8% in 2004), but the differences are not statistically significant for the other three domains from the results of last year's survey.

Ethnicity, race, referral source, and participation in job training had no statistically significant impact on the level of satisfaction with CSB services for MH consumers. Gender, age, housing, psychiatric hospitalization, employment, interaction with the criminal justice system, and length of treatment have the most significant impact on the perception of satisfaction for those clients receiving mental health services. The majority of mental health consumers are female, and they expressed higher percentages of satisfaction on all domains except Outcome, as did those who were not jailed or arrested within the past six months. Those consumers who were not homeless within the past six months expressed higher levels of satisfaction on the Access, Appropriateness, and Outcome domains. Consumers with paid employment and consumers in the oldest age group expressed significantly higher levels of satisfaction on the Outcome domain. Consumers in treatment for longer periods expressed correspondingly higher levels of satisfaction on the Appropriateness and Outcome domains. MH consumers who had no psychiatric hospitalizations within the past six months were more likely to express higher levels of satisfaction on all domains.

Overall, MH consumers report higher satisfaction on all domains except for the Outcome domain. Nationally, satisfaction with the Outcome domain is the lowest of the domains. Given the lean budgets that Virginia's CSBs have worked within for the past several years, it is very impressive that levels of satisfaction have remained so constant.

Consumer comment: "I had mental health problems as a teenager and in late adolescence which were quite severe and nothing helped. I live a much more useful life today."

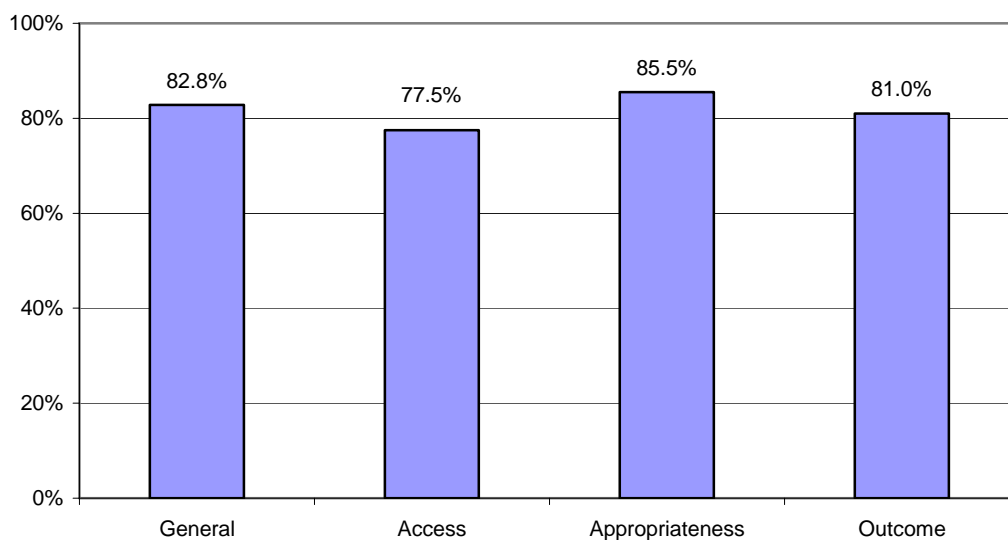
CHAPTER 3: SUBSTANCE USE DISORDER CONSUMER RESPONSES

Consumer and Treatment Characteristics

- A total of 2,103 consumers (31.2%) identified alcohol or drugs as the primary reason for receiving services from the CSB.
- A majority (about 92%) were between the ages of 21 and 64, and about 7% were between the ages of 18 and 20.
- Seventy-four percent were male, about 53% were White, and 32.6% were Black/ African-American.
- With regard to Hispanic origin, about 14% identified themselves as Hispanic.
- Sixty-eight percent were referred from Court or Law Enforcement, while 16% were self-referred.
- Sixty-six percent had been receiving treatment for five months or less. About 19% had been receiving treatment for longer than one year.
- In the six months prior to the survey, six percent had been homeless, 27% had been arrested or in jail, four percent had a psychiatric hospitalization, 69% had paid employment, and eight percent had received job training.

Satisfaction On All Domains

Figure 1: SUD Consumer Satisfaction Across Domains



General Satisfaction Domain

- Eighty-four percent agreed with the statement “I like the services that I receive”.
- About 78.5% agreed with the statement “If I had other choices, I would still get services from this agency”.
- About 83% reported that they would recommend this agency to a friend or family member.

Access Domain

- Over 79% agreed that the location of services is convenient.
- About 85% agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- Seventy-four percent agreed with the statement “Staff returns my calls within 24 hours.”
- About 77.5% agreed that services were available at times that were good for them.

Appropriateness Domain

- Almost 89% agreed with the statement “Staff here believe that I can grow, change, and recover”.
- Almost 86% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment”.
- Almost 77% reported that staff is sensitive to their cultural background.
- Only about 71% reported agreement that staff tells them what medication side effects to watch for.
- Eighty-two percent reported that they feel free to complain.
- Almost 85% reported that staff helped them to obtain information needed for the consumer to take charge of managing the illness.

Outcome Domain

- Almost 83% agreed with the statement “I am better able to control my life”.
- About 82% agreed with the statement “I deal more effectively with daily problems”.
- About 78% reported that they did better at work or school.
- About 74% reported that they did better in social settings.
- About 80% reported that they were better able to deal with a crisis.
- A little more than 78% reported that they got along better with their family.
- About 76% agreed with the statement “My symptoms are not bothering me as much”.

Other Survey Items (not included in a Domain or Total Satisfaction Scoring)

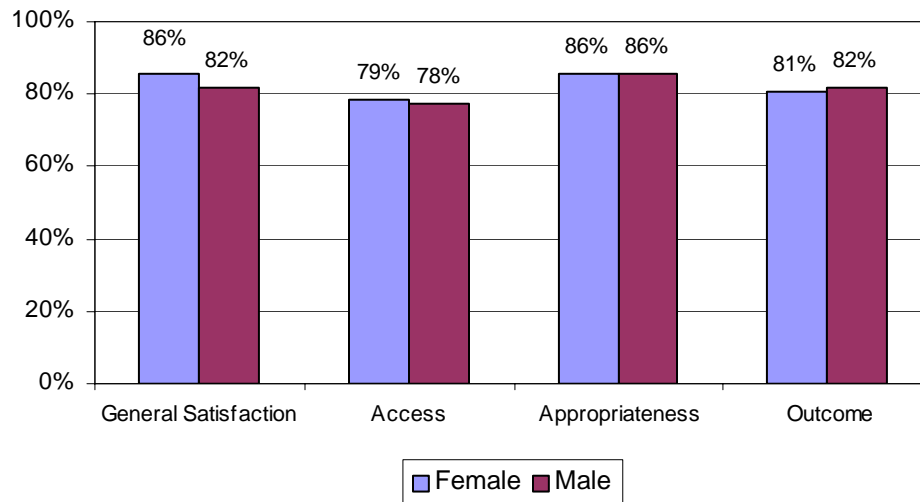
- About 87% reported that they felt comfortable asking questions about treatment and medication.
- Eighty-three percent agreed with the statement “I am able to get all the services I think I need”.
- A little over 70% agreed with the statement “I, not staff, decide my treatment goals”.

Differences Between Groups

Did Satisfaction Differ by Gender?

No statistically significant difference was found in the level of satisfaction between male and female consumers who received substance use disorder services.

Figure 2: SUD Consumer Satisfaction by Gender

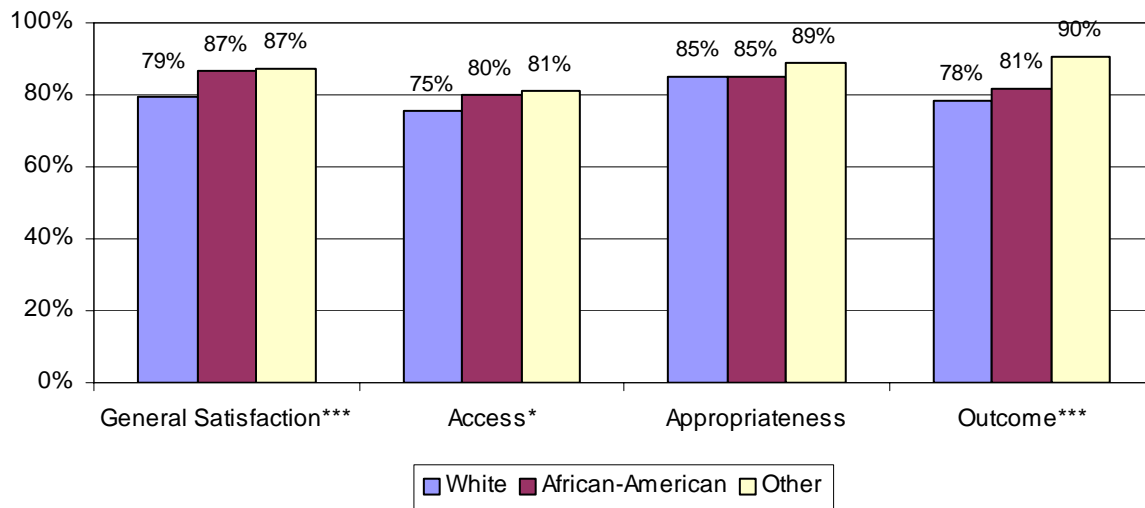


Did Satisfaction Differ by Race?

Those in the “Other” race category were significantly more likely than Whites to express positive perceptions on all domains except Appropriateness, and African-American SUD consumers were significantly more likely than White SUD consumers to express positive perceptions on the General Satisfaction and Access domains.

Consumer comment: “The staff has been great in helping with my recovery, and willing to work with my schedule.”

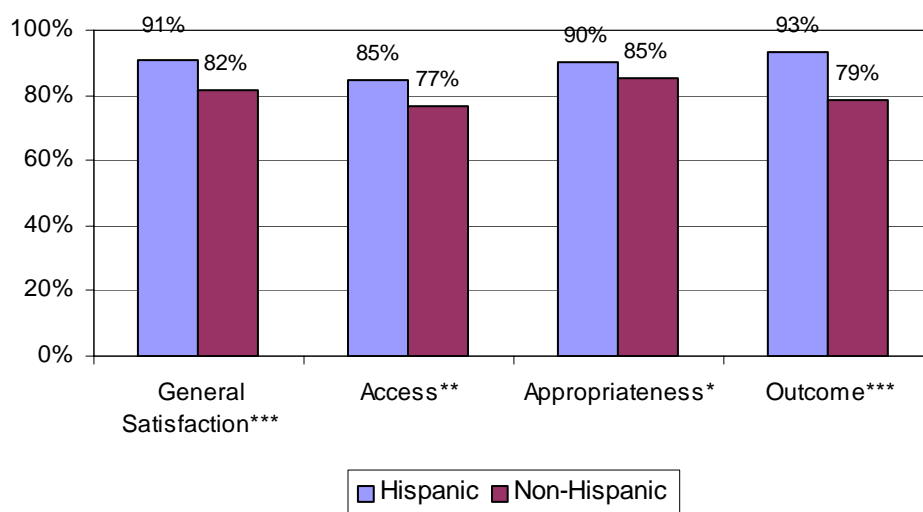
Figure 3: SUD Consumer Satisfaction by Race



Did Satisfaction Differ by Ethnicity?

The survey was modified in 2003 to collect ethnicity status independent of race, and again in 2004, to improve the visibility of the question. The response rate to this question among SUD consumers in 2004 (97%) was much higher than last year (29%), due to the improvement in the placement of the question on the survey form. Consumers who reported Hispanic ethnicity expressed significantly higher perceptions on all four domains than consumers who reported being of non-Hispanic ethnicity.

Figure 4: SUD Consumer Satisfaction by Ethnicity



*Differences between groups were significant at the $p \leq .05$ level

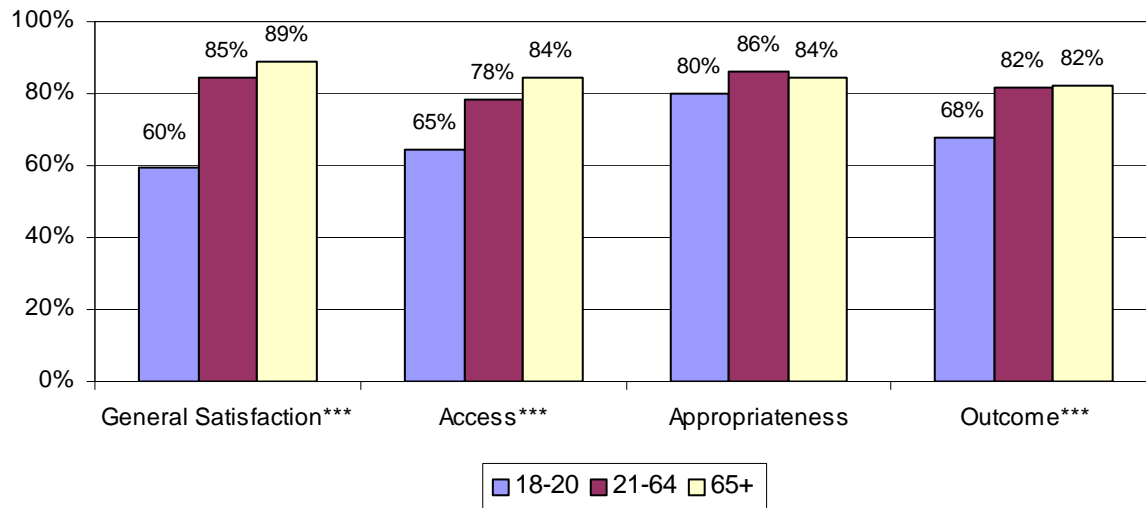
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by the Age Group of the Consumer?

The youngest age group, those consumers 18-20 years of age, had significantly less positive perceptions in all domains except Appropriateness than the two older groups. The oldest consumers, age 65 and above, were significantly more likely to express positive perceptions on the General Satisfaction and the Access domains than those in the two younger groups.

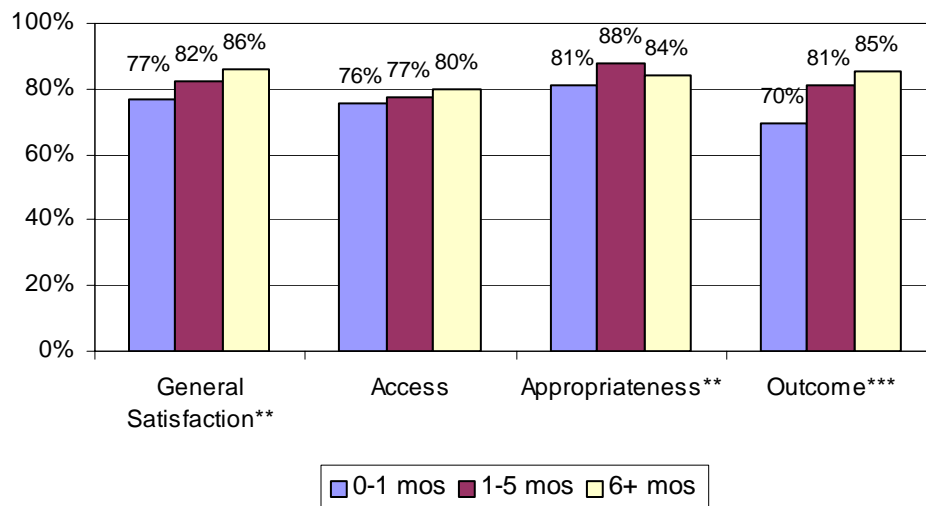
Figure 5: SUD Consumer Satisfaction by Age Group



Did Satisfaction Differ by Length of Treatment?

Consumers in treatment for one month or less were significantly less likely to express positive perceptions on the General Satisfaction, Appropriateness and Outcome domains.

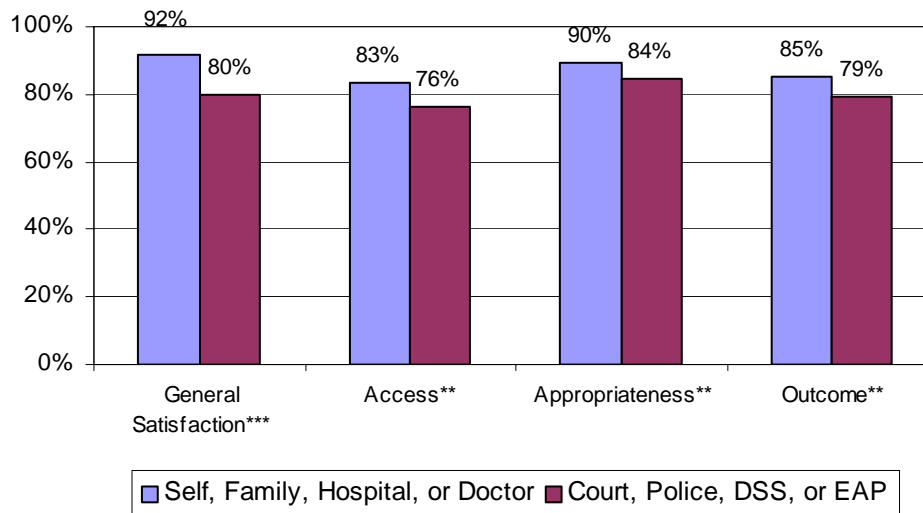
Figure 6: SUD Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

Consumers who reported being self-referred or referred to services by family members, a hospital, or a doctor were significantly more likely to express positive perceptions on all four domains than consumers who were referred by the court, police, DSS or an EAP. The difference is most notable on the General Satisfaction domain.

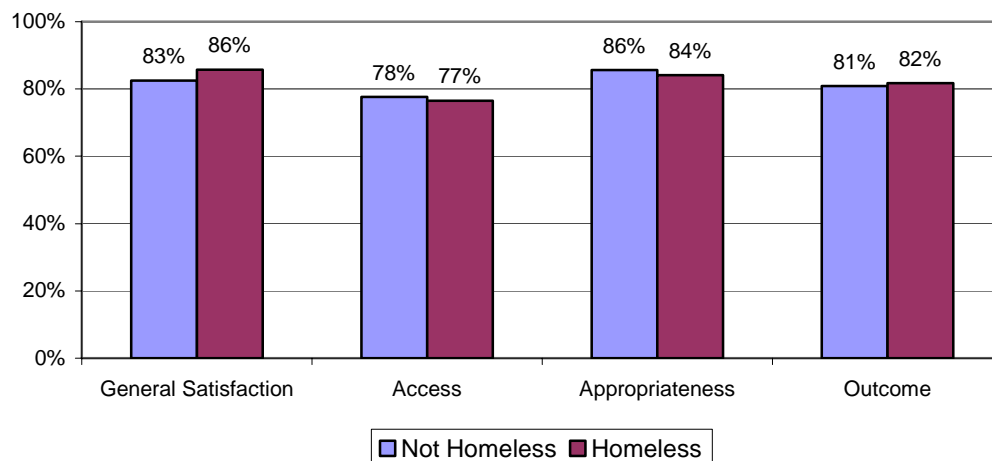
Figure 7: SUD Consumer Satisfaction by Referral Source



Did Satisfaction Differ by Housing Situation?

No statistically significant difference was seen in level of satisfaction on any domain between those consumers who had been homeless within the past six months and those who had not.

Figure 8: SUD Consumer Satisfaction by Housing Situation



*Differences between groups were significant at the $p \leq .05$ level

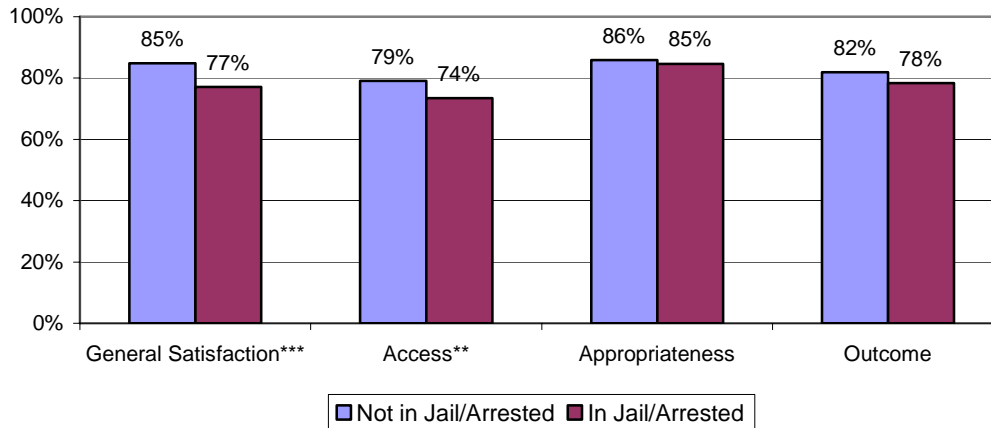
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Involvement with the Criminal Justice System?

Consumers who had not been in jail or arrested within the past six months were significantly more likely to report positive perceptions on the General Satisfaction and Access domains than those who had some involvement with the criminal justice system.

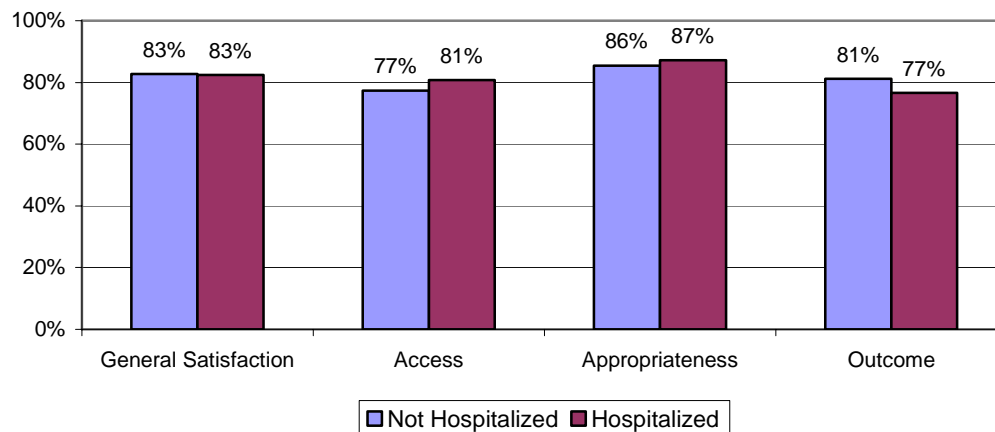
Figure 9: SUD Consumer Satisfaction by Criminal Justice System Involvement



Did Satisfaction Differ by Psychiatric Hospitalization?

No statistically significant difference was seen in satisfaction levels between those who had been in a psychiatric hospital within the past six months and those who had not.

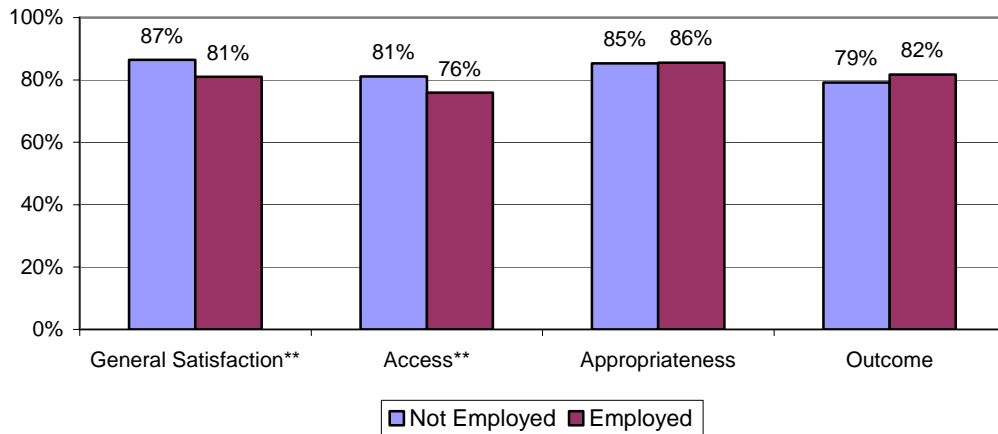
Figure 10: SUD Consumer Satisfaction by Psychiatric Hospitalization



Did Satisfaction Differ by Employment?

Consumers who had no paid employment within the past six months were significantly more likely to report positive perceptions on the General Satisfaction and Access domains than those who had been employed.

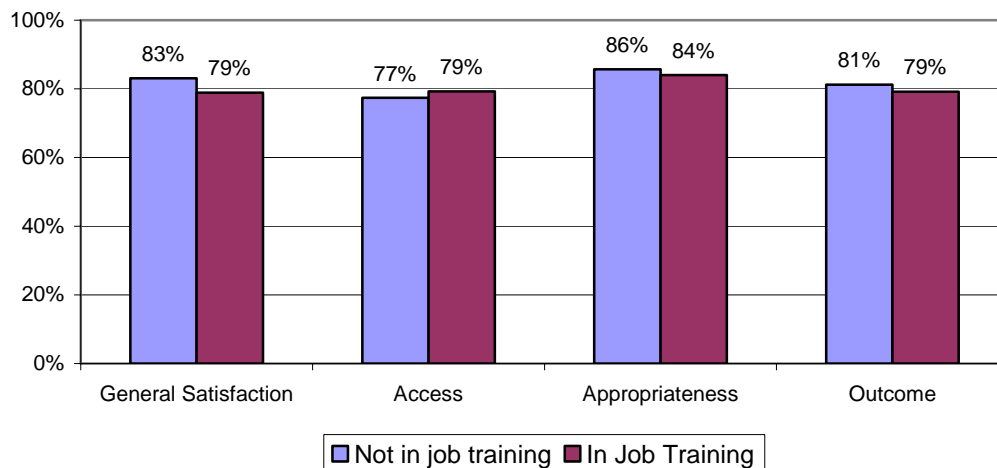
Figure 11: SUD Consumer Satisfaction by Employment



Did Satisfaction Differ by Job Training?

No statistically significant difference in satisfaction level was noted on any domain between those consumers who had been in training for a job within the past six months and those who had not.

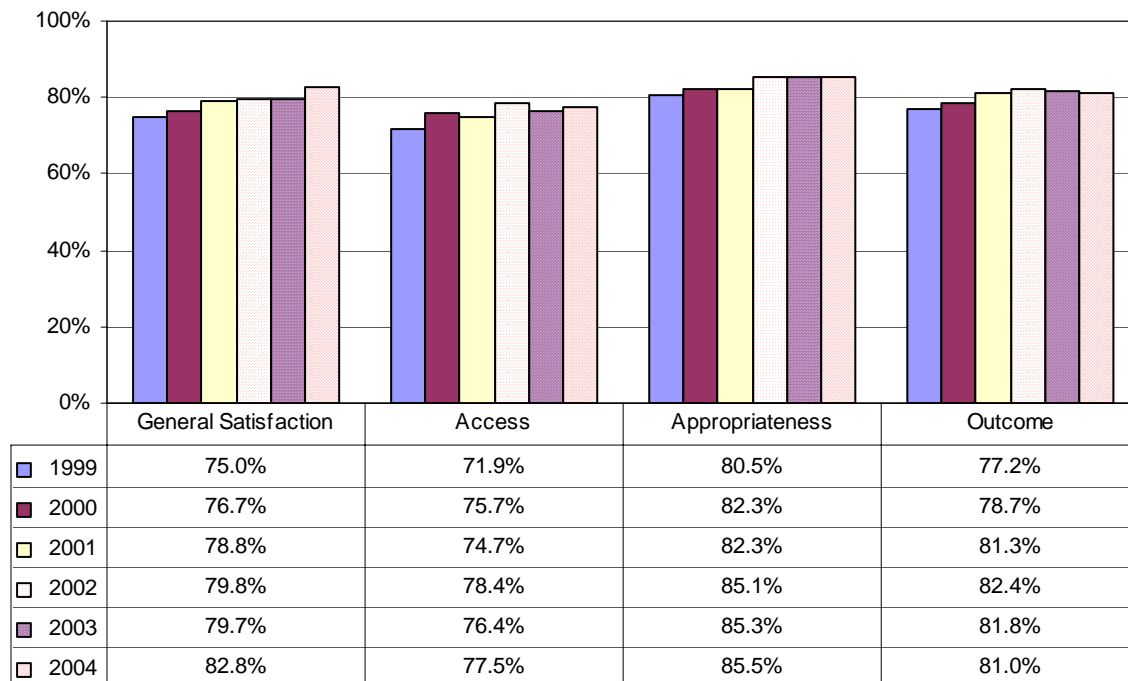
Figure 12: SUD Consumer Satisfaction by Job Training



Trends Over Time

- Overall, the percent of consumers reporting positive perceptions on the General Satisfaction, Access, and Appropriateness domains has increased steadily from 1999 – 2004.
- The percent satisfied on the General Satisfaction domain increased over the six-year period from 75% to 82.8%.
- The percent satisfied on the Appropriateness domain increased from 80.5% to 85.5%.
- The percent reporting a positive perception on the Access domain increased as well, from 71.9% to 77.5%
- The percent satisfied on the Outcome domain decreased slightly from 81.8% last year to 81.0%, but still reflected an increase from 77.2% in 1999.

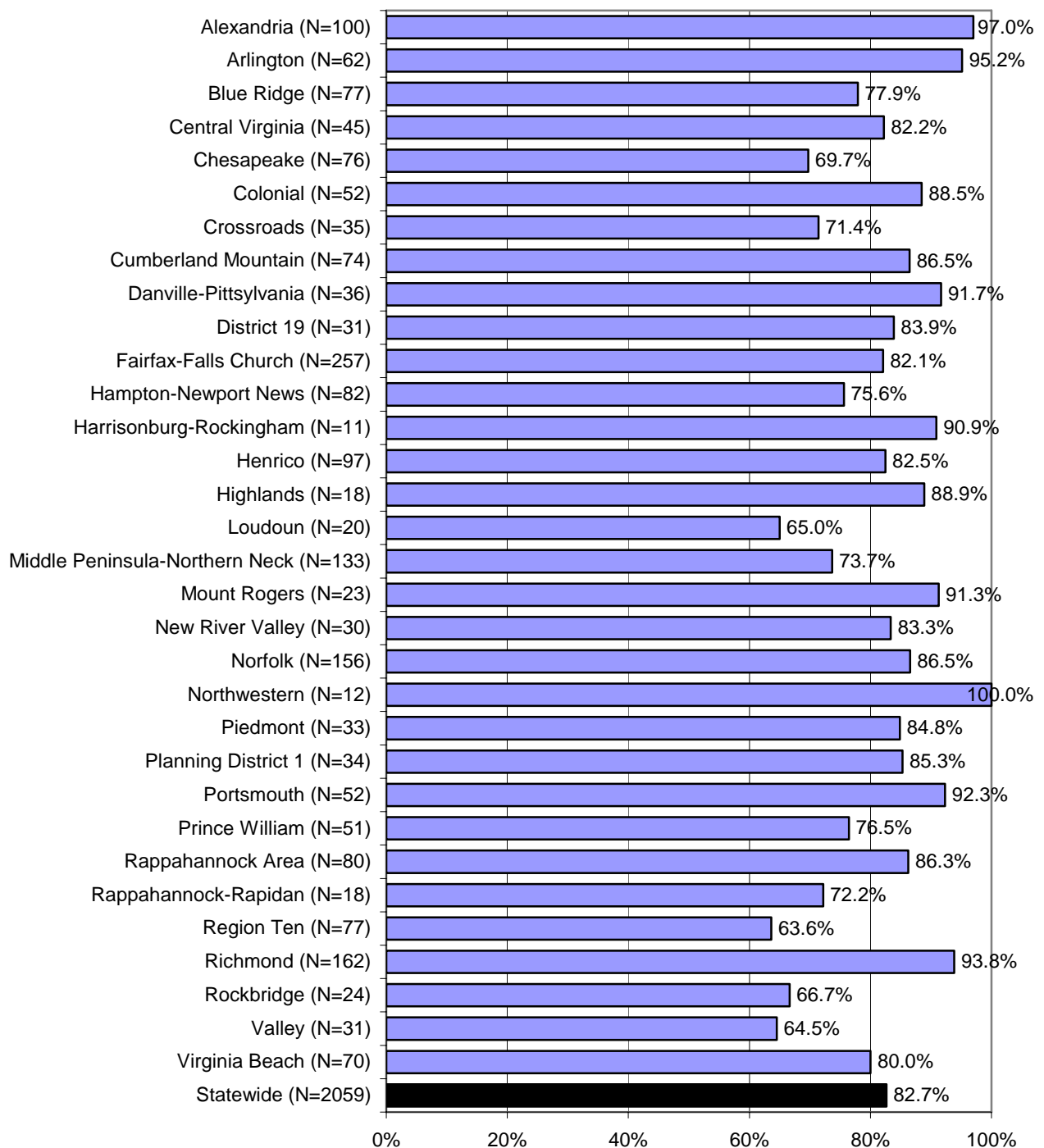
Figure 13: SUD Consumer Satisfaction Trends (1999 - 2004)



CSB Level Consumer Perception

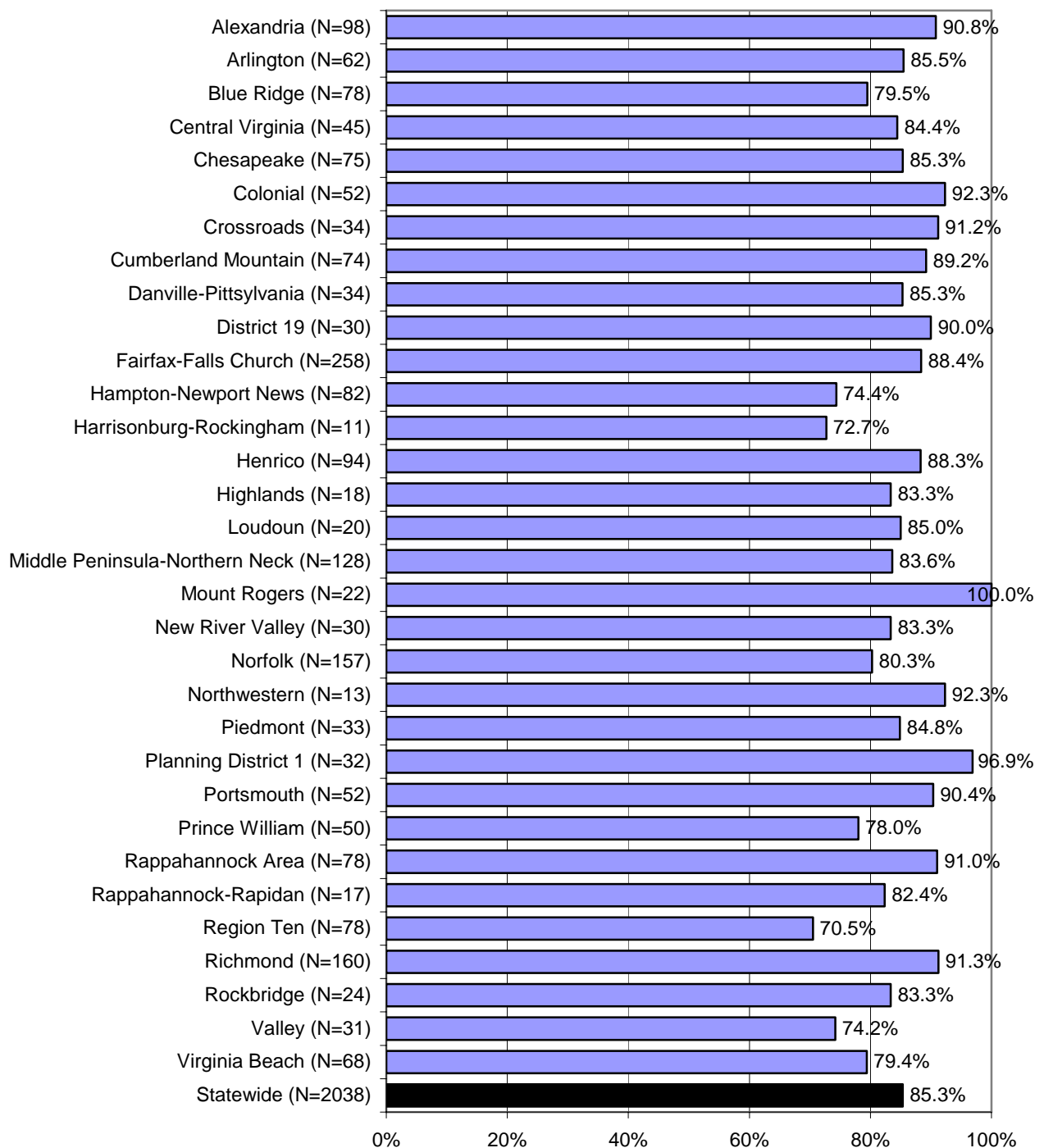
- Individual CSB ratings for the four indicator domains are presented in Figures 14 – 17.
- Only those CSBs with more than ten surveys for which the domain subscale score could be calculated are presented in the graphs.
- Statewide average satisfaction percents are included for reference.

Figure 14: SUD Consumer Satisfaction - General Satisfaction Domain by CSB



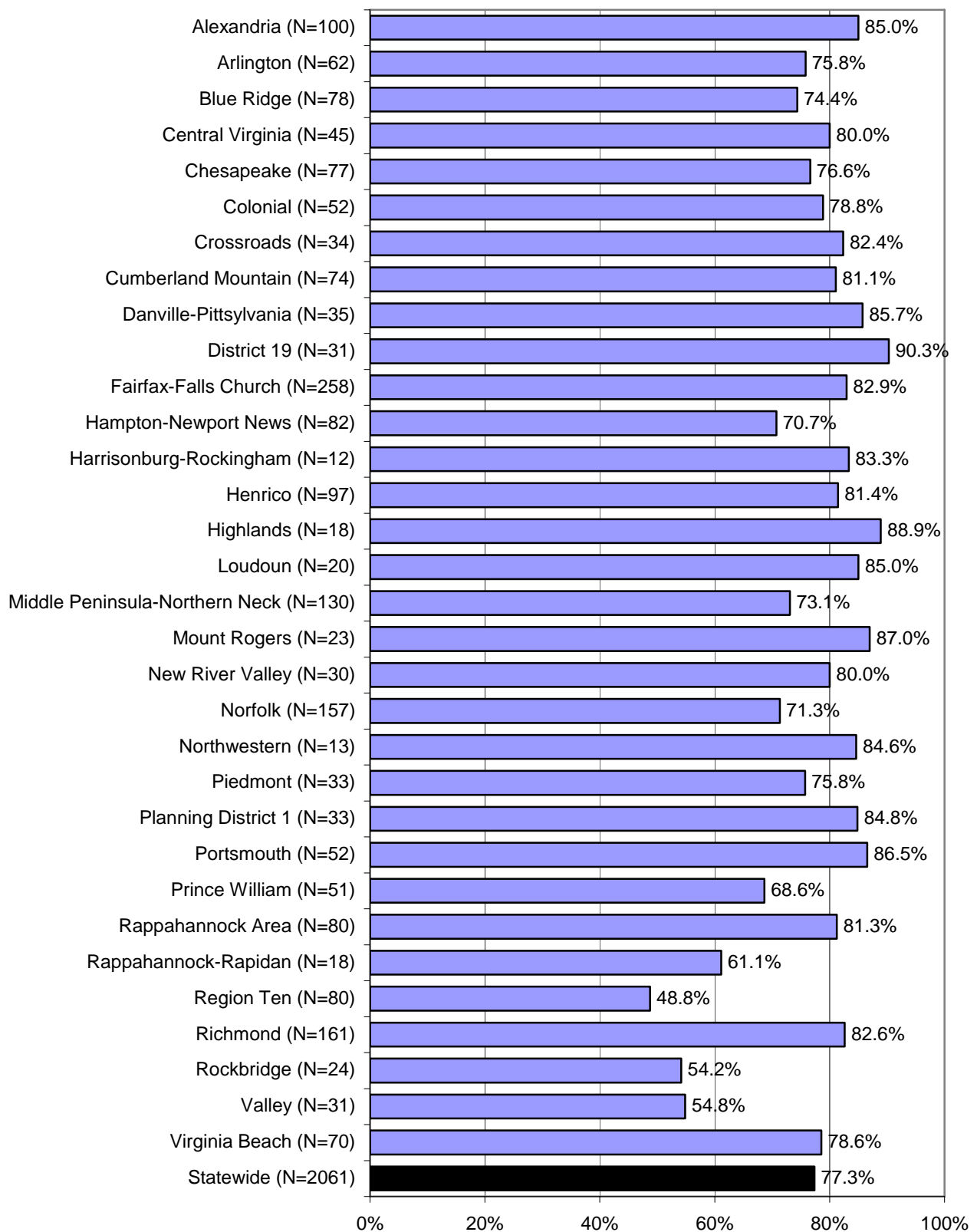
Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 15: SUD Consumer Satisfaction - Appropriateness Domain by CSB



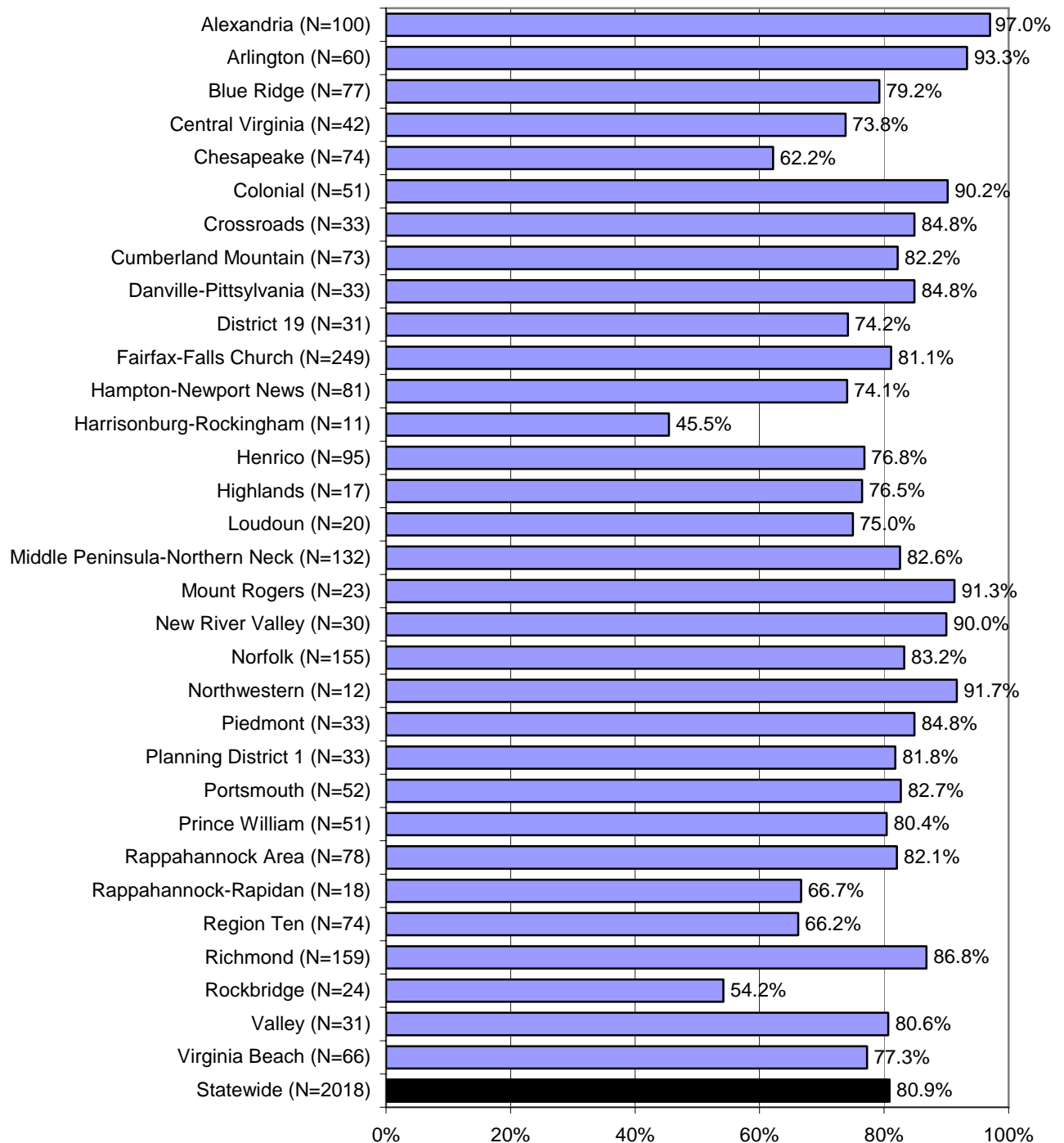
Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 16: SUD Consumer Satisfaction – Access Domain by CSB



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 17: SUD Consumer Satisfaction - Outcome Domain by CSB



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Discussion

Overall, most SUD consumers report positive perceptions of CSB services. These percents are fairly stable over time. While the majority of consumers are White, consumers reporting higher percents of positive perceptions on the General Satisfaction and Access domains are African American or are of some other race. Consumers in the “Other” race category reported significantly higher levels of satisfaction on the Outcome domain than either African American or White consumers. Consumers reporting a Hispanic ethnicity show even higher percentages of satisfaction. There is no statistical difference in the level of satisfaction between males and females for SUD consumers receiving services. The largest differences are seen between age groups. The youngest consumers are far less likely to express positive perceptions of services on all domains except Appropriateness than their older counterparts.

Most SUD consumers are referred by court or law enforcement and are less likely to express positive perceptions of services. It would be interesting if we could link these data to outcomes, as in our performance outcome studies, where we found that consumers that were referred by the judicial system had better outcomes than consumers that were self-referred.

For SUD consumers, differences in housing, hospitalization and job training did not affect satisfaction with CSB services on any domain. Those who had no arrests or jail time and those who had no paid employment within the past six months were more likely to express positive perceptions of services on the General Satisfaction and Access domains.

Overall, in comparison with MH consumers, SUD and MH/SUD consumers report lower satisfaction on all domains except for Outcome. Further research is needed to determine the cause.

Consumer comments:

- **“This is an excellent program. It definitely works and provides a way to live without drugs.”**
- **“This program is by far the best I have encountered. Staff is so helpful and for the first time I feel I have the support and resources to stay in recovery & develop a normal daily life free of drugs & with achievement of my goals.”**
- **“Even though I come from an unusual religious and cultural background, I have always felt a great deal of respect from the staff and support in my untraditional choices in dealing with my treatment.”**

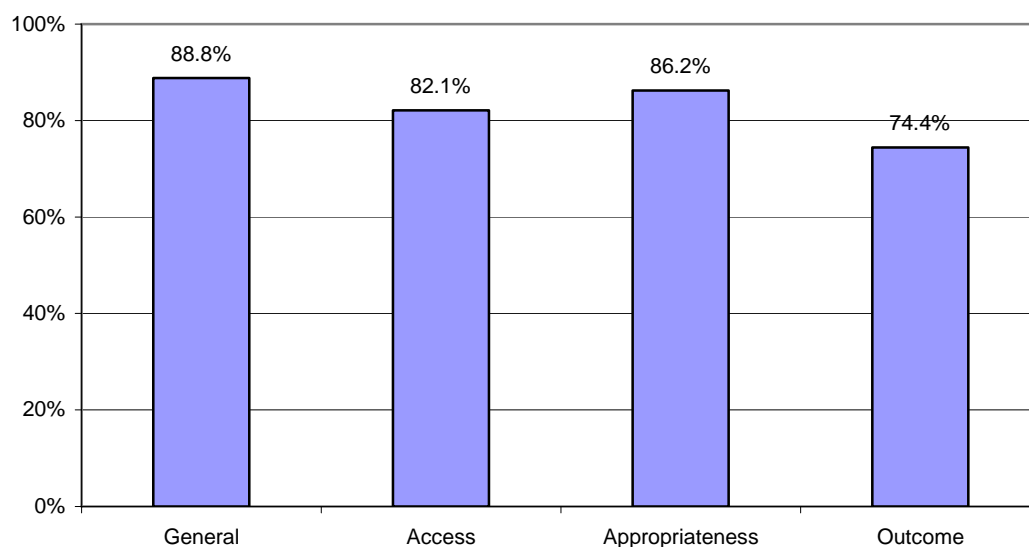
CHAPTER 4: MENTAL HEALTH AND SUBSTANCE USE DISORDERS (MH/SUD) RESPONSES

Consumer and Treatment Characteristics

- A total of 1,275 (19%) consumers identified both alcohol or drugs and emotional/ mental health as the primary reasons for receiving services from the CSB.
- Over 95% were between the ages of 21 and 64.
- Forty-nine percent were male, about 63% were White, and 28% were Black/African-American.
- With regard to Hispanic origin, about 6% identified themselves as Hispanic.
- About 23% were referred from Court or Law Enforcement, while 29% were self-referred and 28% were referred by a hospital or physician.
- Over half (53.4%) had been in treatment for more than one year, thirteen percent had been in treatment between six and 11 months, 15% had been in treatment between 3 and 5 months, almost 11% had been in treatment between 1 and 2 months, and about eight percent had been in treatment less than one month.
- In the six months prior to the survey, 14% had been homeless, 23% had been arrested or in jail, 19% had a psychiatric hospitalization, 41% had paid employment, and nine percent had received job training.

Satisfaction On All Domains

Figure 1: MH/SUD Consumer Satisfaction Across Domains



General Satisfaction Domain

- Almost 91% percent agreed with the statement “I like the services that I receive”.
- About 85% agreed with the statement “If I had other choices, I would still get services from this agency”.
- Eighty-nine percent reported that they would recommend this agency to a friend or family member.

Access Domain

- About 83% agreed that the location of services is convenient.
- Eighty-six percent agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- About 79% agreed with the statement “Staff returns my calls within 24 hours.”
- About 84% agreed that services were available at times that were good for them.

Appropriateness Domain

- About 88% agreed with the statement “Staff here believe that I can grow, change, and recover.”
- Over 88% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment.”
- Eighty-one percent reported that staff is sensitive to their cultural background.
- Seventy-seven percent reported agreement that staff tells them what medication side effects to watch for (a decrease of more than six percent since the previous year).
- Eighty percent reported that they feel free to complain.
- Almost 87% felt that staff helped them to obtain information needed for the consumer to take charge of managing the illness.

Outcome Domain

- Seventy-nine percent agreed with the statement “I am better able to control my life”.
- About 83% agreed with the statement “I deal more effectively with daily problems”.
- About 69% reported that they did better at work or school.
- Almost 68% reported that they did better in social settings.
- Almost 75% reported that they were better able to deal with a crisis.
- More than 65% agreed with the statement “My symptoms are not bothering me as much” (a decrease of about five percent since the previous year).

Other Survey Items (not included in a domain or Total Satisfaction scoring)

- About 89% reported that they felt comfortable asking questions about my treatment and medication.
- Almost eighty-two percent agreed with the statement “I am able to get all the services I think I need”.
- Seventy-one percent agreed with the statement “I, not staff, decide my treatment goals”.

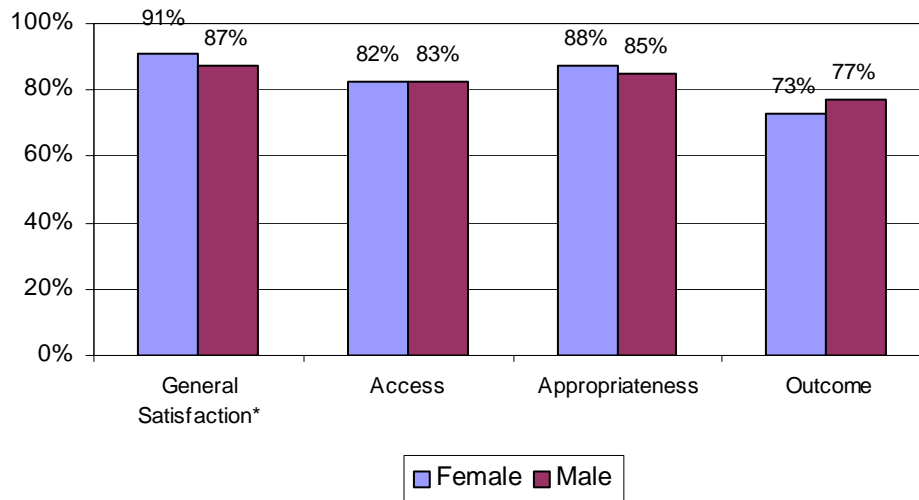
Consumer comment: “I am alive because of my services.”

Differences Between Groups

Did Satisfaction Differ by Gender?

Females were significantly more likely to express positive perceptions on the General Satisfaction domain than males.

Figure 2: MH/SUD Consumer Satisfaction by Gender



Did Satisfaction Differ by Race?

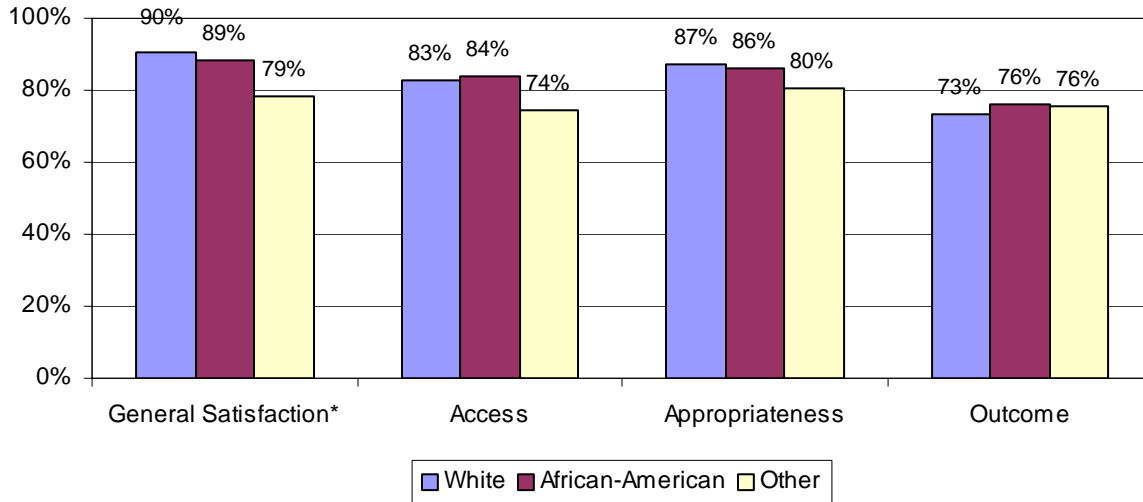
African-American and White consumers reported a significantly higher perception of satisfaction than the group “Other” on the General Satisfaction domain. See Figure 3 (next page).

*Differences between groups were significant at the $p \leq .05$ level

**Differences between groups were significant at the $p \leq .01$ level

*** Differences between groups were significant at the $p \leq .001$ level

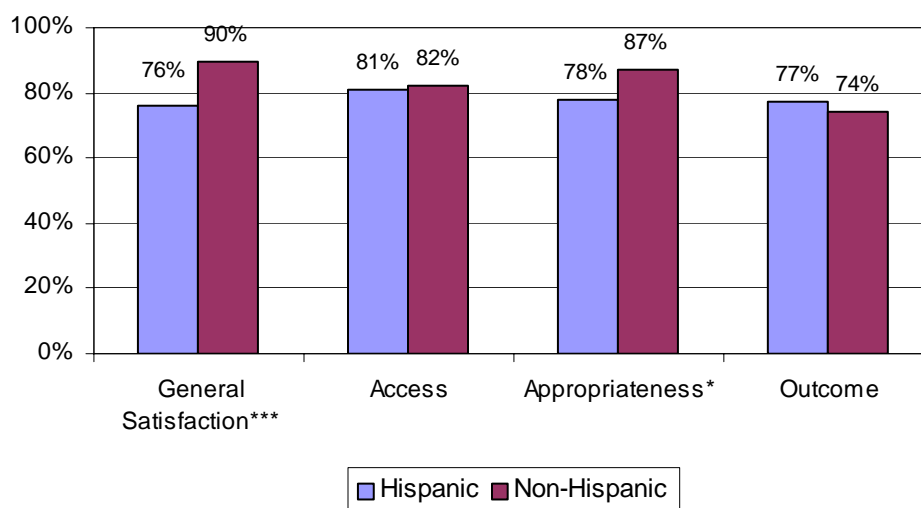
Figure 3: MH/SUD Consumer Satisfaction by Race



Did Satisfaction Differ by Ethnicity?

Consumers who reported Hispanic ethnicity reported significantly lower perceptions on the Appropriateness and General Satisfaction domains than consumers who reported being of non-Hispanic ethnicity. While the percentages of non-Hispanics who reported positive perceptions of services remained highly consistent with those of previous years across all domains, the percentages of Hispanics who reported positive perceptions of services decreased significantly on all domains except Outcome since 2003, by as much as 22% on the Appropriateness scale. These differences may be an artifact of changes in the placement of the ethnicity question on the survey form in 2004, resulting in a much higher response rate.

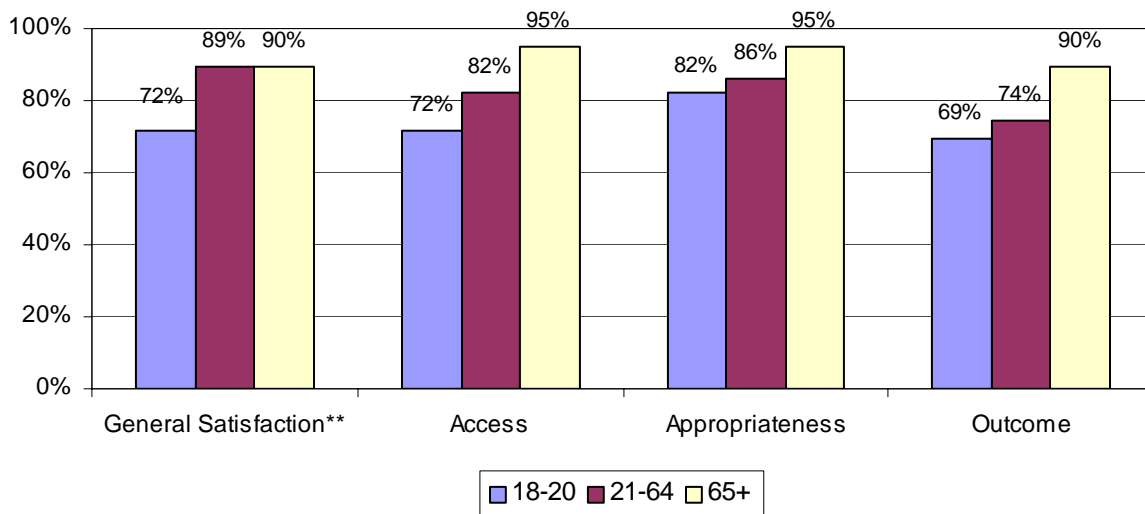
Figure 4: MH/SUD Consumer Satisfaction by Ethnicity



Did Satisfaction Differ by the Age Group of the Consumer?

Consumers in the youngest age group (18-20) were significantly less likely to express positive perceptions on the General Satisfaction domain than were the consumers in the two older groups.

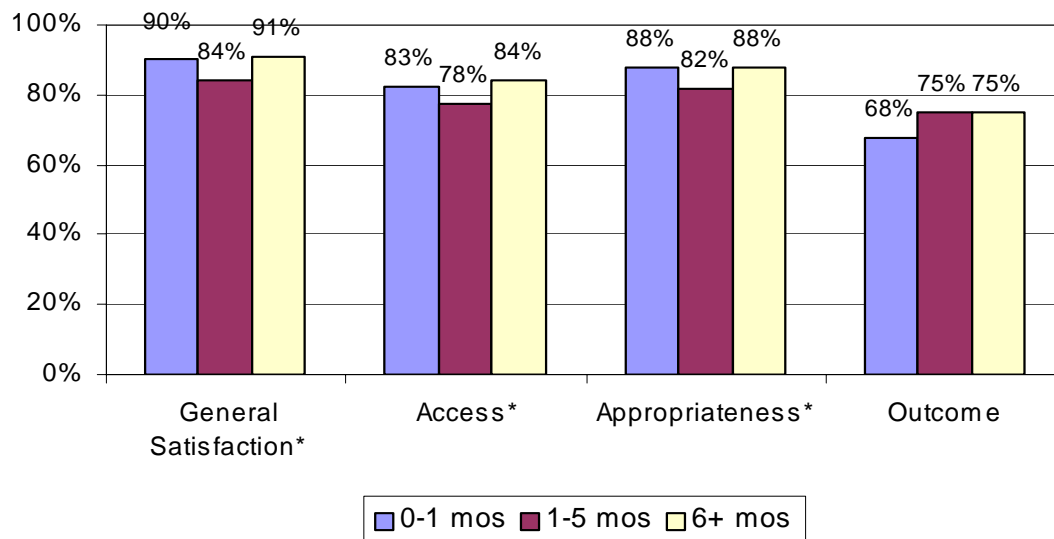
Figure 5: MH/SUD Consumer Satisfaction by Age



Did Satisfaction Differ by Length of Treatment?

Interestingly, consumers who had been in treatment for one to five months were less likely to express positive perceptions on the General Satisfaction, Access, and Appropriateness domains than those who had been in treatment for either more or less time.

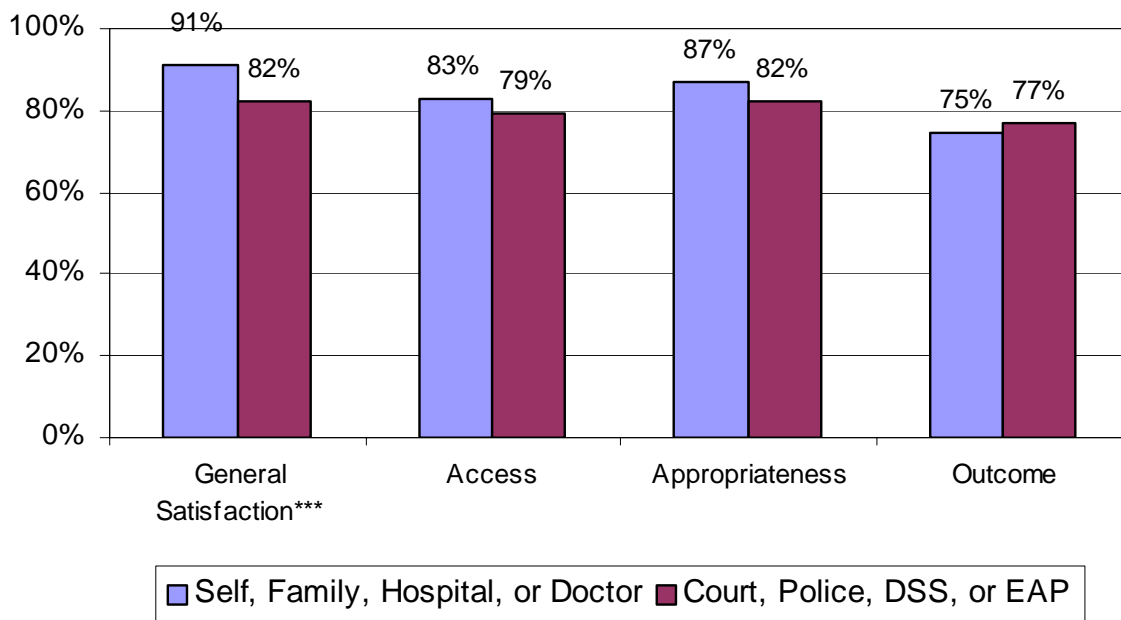
Figure 6: MH/SUD Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

Consumers who reported being self-referred or referred to services by family members, a hospital, or a doctor, as opposed to those who were referred by the courts, police, DSS, or an EAP, expressed significantly higher levels of satisfaction on the General Satisfaction domain.

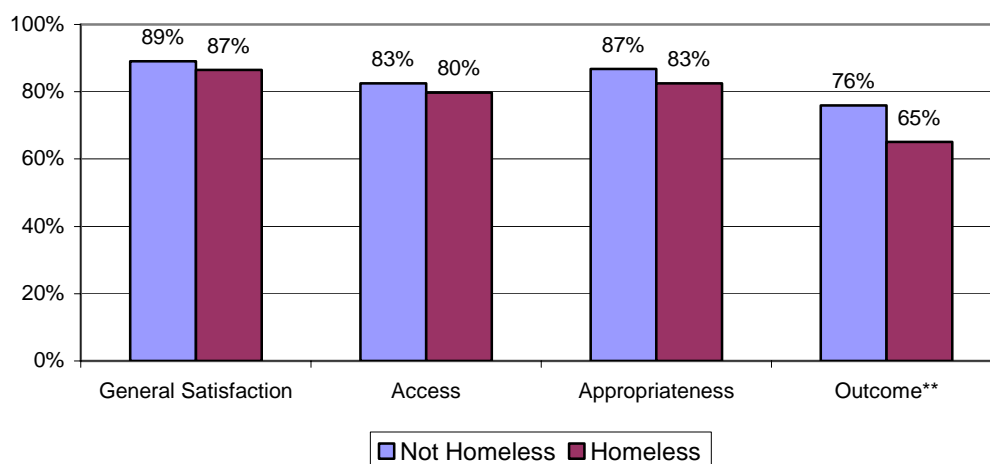
Figure 7: MH/SUD Consumer Satisfaction by Referral Source



Did Satisfaction Differ by Housing Situation?

Those MH/SUD consumers who were not homeless in the past six months were significantly more likely to express positive levels of satisfaction on the Outcome domain than those consumers who had been homeless.

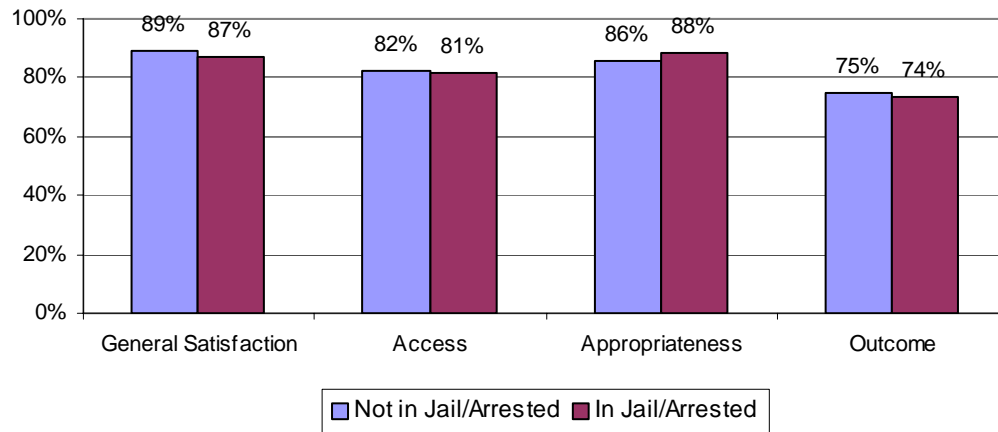
Figure 8: MH/SUD Consumer Satisfaction by Housing Situation



Did Satisfaction Differ by Involvement with the Criminal Justice System?

No statistically significant difference was seen in satisfaction levels between those who had been in jail or arrested within the past six months and those who had no criminal justice system involvement.

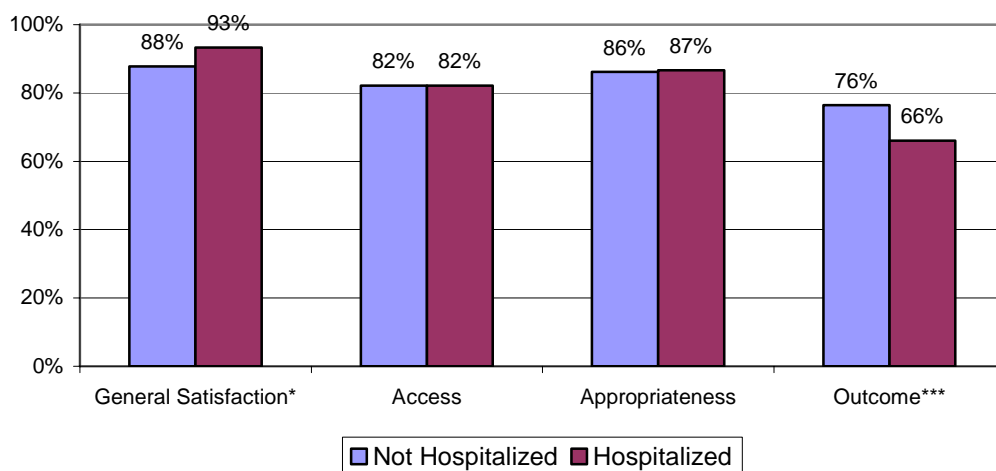
Figure 9: MH/SUD Consumer Satisfaction by Criminal Justice System Involvement



Did Satisfaction Differ by Psychiatric Hospitalization?

MH/SUD consumers who had been in a psychiatric hospital or unit within the past six months were more likely to express positive perceptions on the General Satisfaction domain than those who had not been hospitalized. Those consumers who had not been hospitalized were more likely to express positive perceptions of services on the Outcome domain.

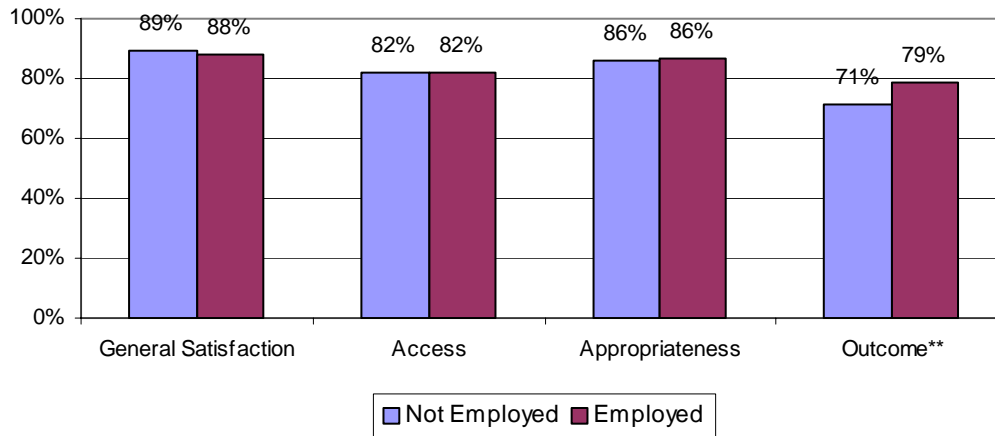
Figure 10: MH/SUD Consumer Satisfaction by Psychiatric Hospitalization



Did Satisfaction Differ by Employment?

Consumers who had paid employment within the past six months were significantly more likely to report positive perceptions on the Outcome domain than those who had not been employed.

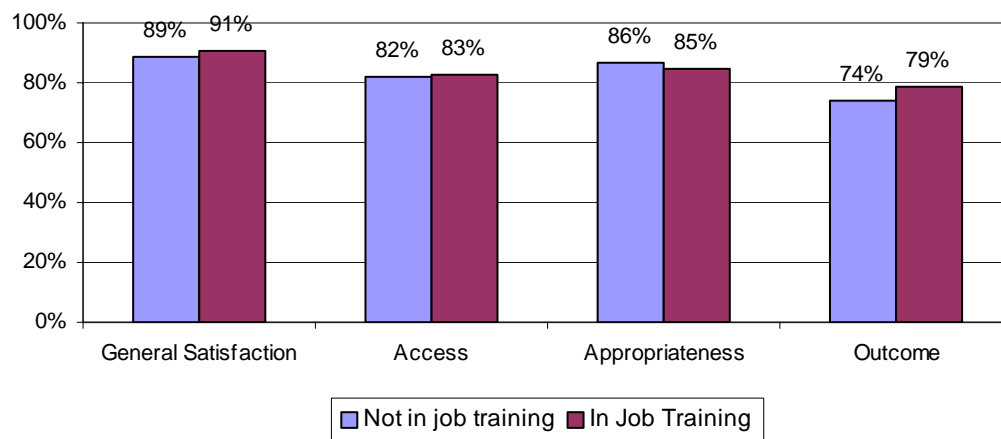
Figure 11: MH/SUD Consumer Satisfaction by Employment



Did Satisfaction Differ by Job Training?

No statistically significant difference in satisfaction level was noted on any domain between those MH/SUD consumers who had been in training for a job within the past six months and those who had not.

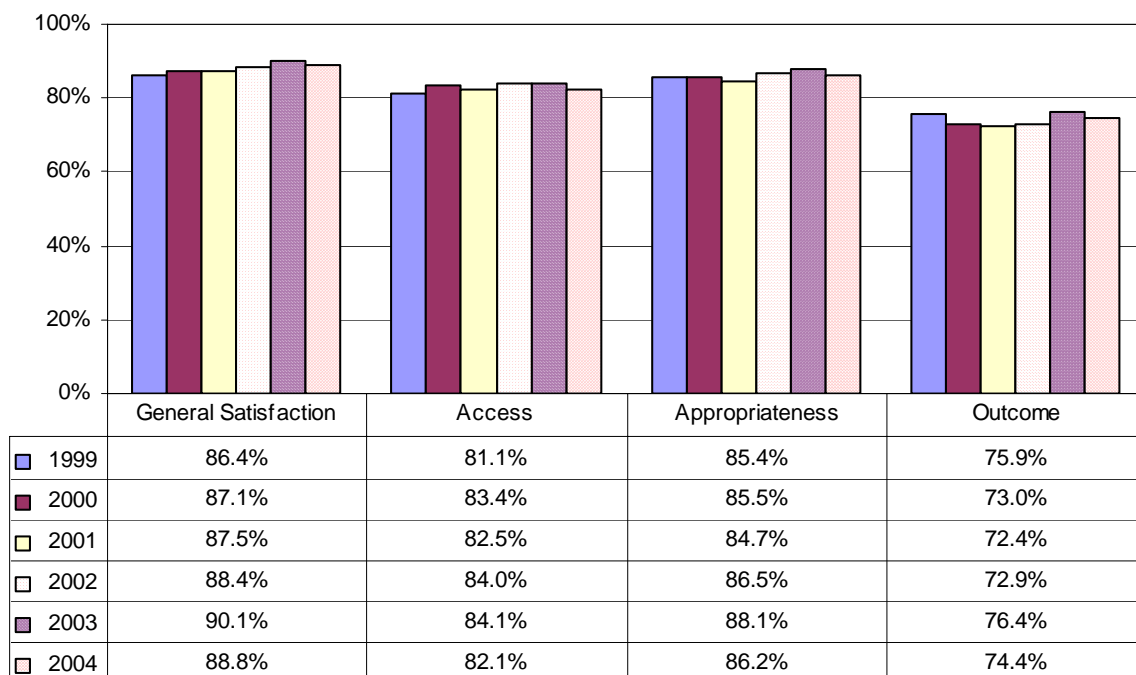
Figure 12: MH/SUD Consumer Satisfaction by Job Training



Trends Over Time

- While the percent of consumers reporting positive perceptions decreased on all domains for MH/SUD consumers between 2003 and 2004, the overall trend continues to be positive across all domains between 1999 – 2004.
- The percent satisfied on the General Satisfaction domain increased over the past six-year period from 86.4% to 88.8%.
- The percent satisfied on the Access domain increased from 81.1% to 82.1%.
- The percent satisfied on the Appropriateness domain increased from 85.4% to 86.2%.
- The percent reporting a positive perception on the Outcome domain decreased from 75.9% to 74.4%.

Figure 13: MH/SUD Consumer Satisfaction Trends 1999-2004

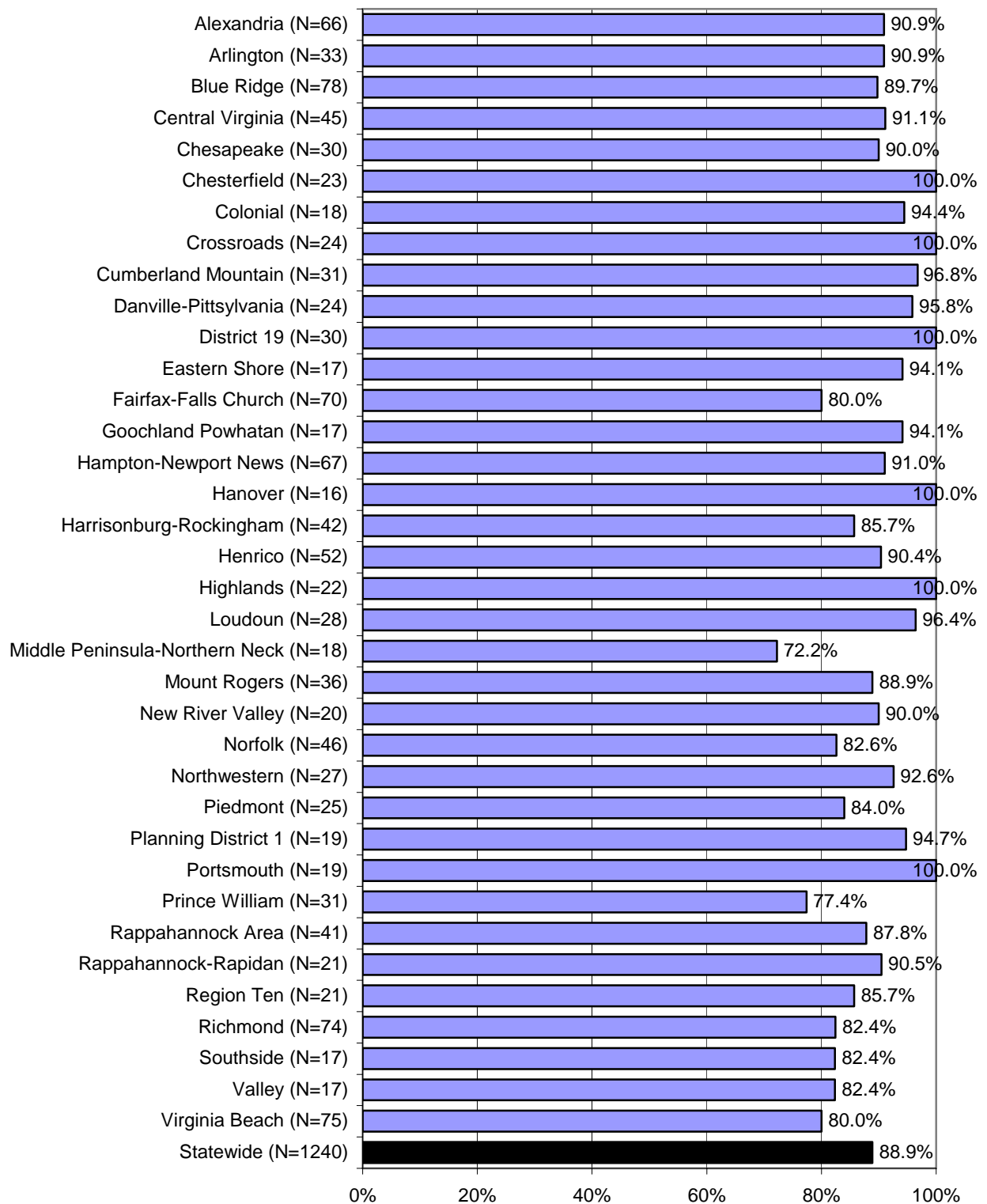


CSB Level Consumer Perception

- Individual CSB ratings for the four indicator domains are presented in Figures 14-17.
- Only those CSBs with more than ten surveys for which the domain subscale could be calculated are presented in the graphs.
- Statewide average satisfaction percents are included for reference.

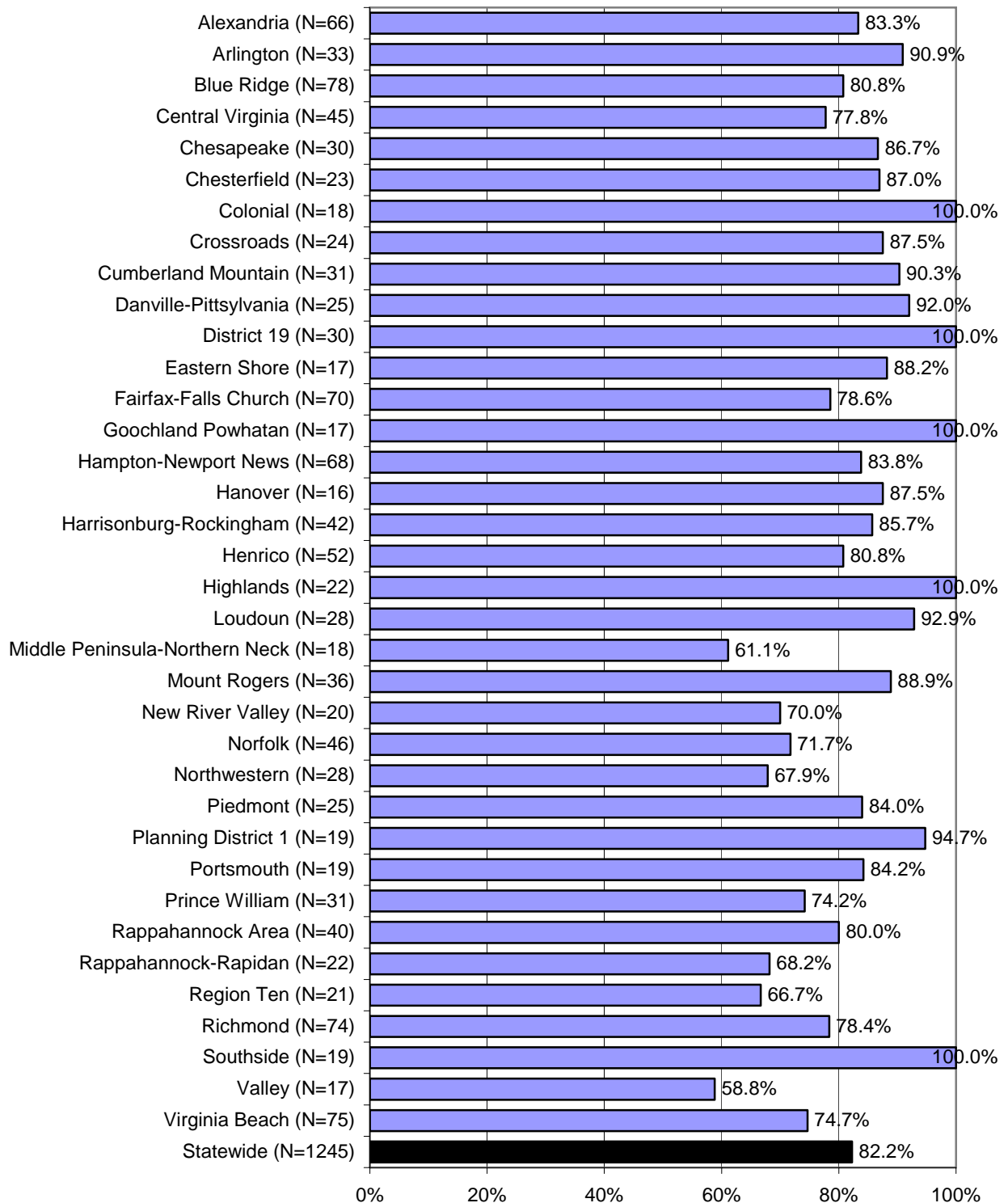
Consumer comment: “Need to have someone to talk to. To get things out, not just take a pill.”

Figure 14: MH/SUD Consumer Satisfaction- General Satisfaction Domain by CSB



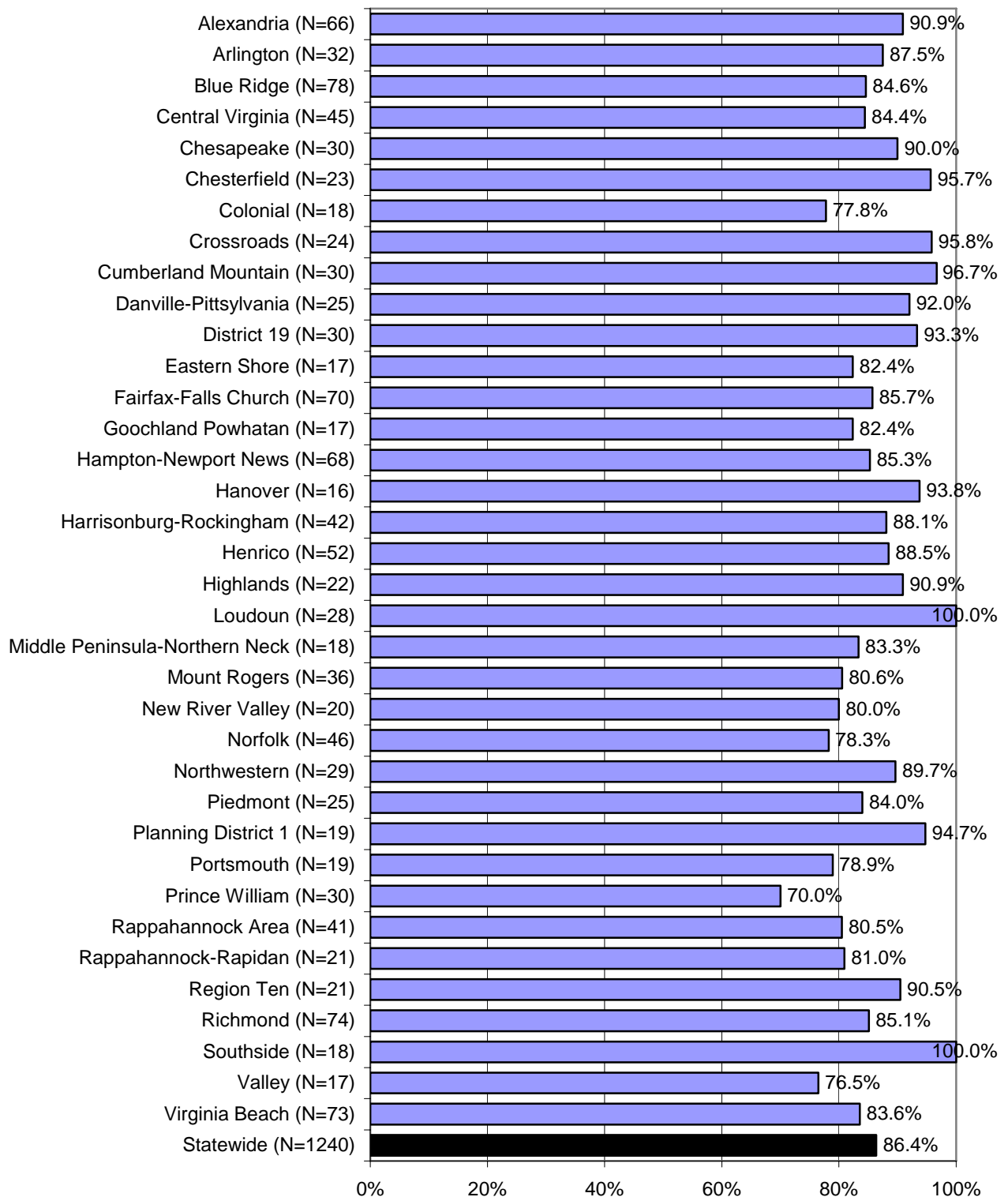
Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 15: MH/SUD Consumer Satisfaction - Access Domain by CSB



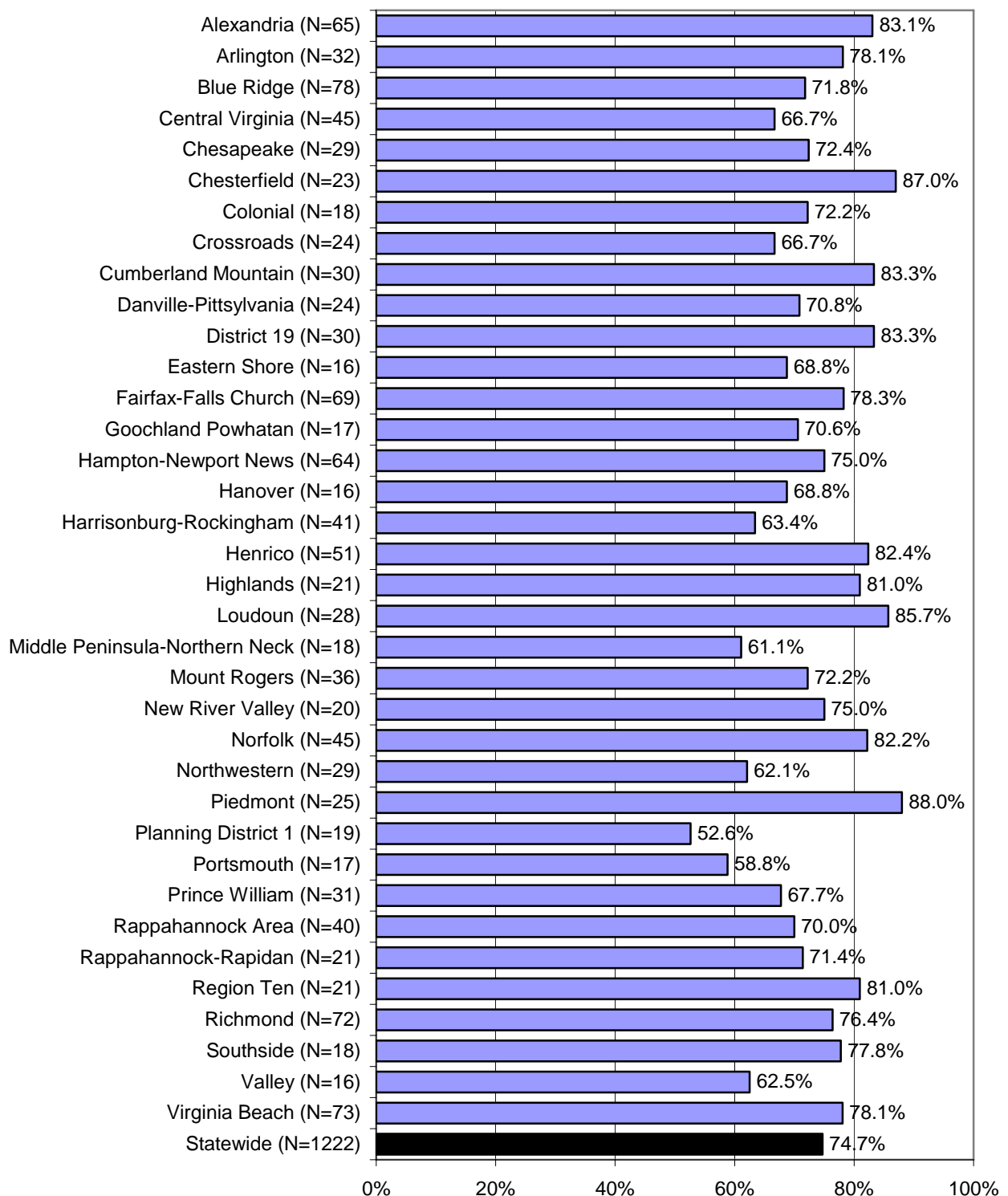
Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 16: MH/SUD Consumer Satisfaction - Appropriateness Domain by CSB



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 17: MH/SUD Consumer Satisfaction - Outcome Domain by CSB



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Discussion

A majority of the MH/SUD consumers express satisfaction on all domains, and the percent satisfied remains fairly stable over time. These consumers are almost evenly distributed by gender; however, females are more likely to express satisfaction on the General Satisfaction domain than are males. White consumers outnumbered African-American consumers by more than two to one, and both races are more likely to express satisfaction on the General Satisfaction domain than the "Other" category. Hispanic consumers are more likely to express satisfaction on the Appropriateness and General Satisfaction domains. Most consumers receiving MH/SUD services were between the ages of 21 and 64, and the majority has been in treatment for over a year. Older consumers are more likely to express satisfaction on the General Satisfaction domain.

Those referred by family, a physician or hospital, or themselves are more likely to express satisfaction on the General Satisfaction domain than those referred by the courts, police, DSS or EAP. Those in treatment for between one and five months were less likely to express satisfaction than those in treatment for more or less time, on the General Satisfaction, Access, and Appropriateness domains. Involvement with the criminal justice system and job training did not appear to affect the perception of services on any domain. Those MH/SUD consumers who had not been homeless or who had no psychiatric hospitalization within the past six months as well as consumers who had paid employment in the past six months were more likely to report positive perceptions on the Outcome domain. Consumers who had been in a psychiatric hospital within the past six months were more likely to report positive perceptions on the General Satisfaction domain.

This is a self-identified population and some research does point to the unavailability of appropriate treatment for this population. It would be interesting if we could link these consumers to what type of services they received. Historically, Virginia has not been able to document how well it meets the treatment needs of consumers with co-occurring substance use and mental health disorders.

Consumer comments:

- **"Good workers, staff, and doctor, but he needs more service than he's getting at this time."**
- **"I think they should have a better way of handling records...it should be computerized. It can be confusing the way it is and mistakes are made often."**

APPENDIX A

STATEWIDE CONSUMER SURVEY DATA

Table A-1: Survey Response Rates by CSB

Provider	Number of Scheduled Appointments	Number of Surveys with at Least One Scale Completed	Response Rate
Alexandria CSB	430	319	74.2%
Alleghany Highlands Community Services	51	34	66.7%
Arlington CSB	543	168	30.9%
Blue Ridge Behavioral Healthcare	519	316	60.9%
Central VA Community Services	198	175	88.4%
Chesapeake CSB	297	181	60.9%
Chesterfield CSB	304	94	30.9%
Colonial Services Board	144	129	89.6%
Crossroads Services Board	272	189	69.5%
Cumberland Mountain Comm. Services	253	226	89.3%
Danville Pittsylvania Comm. Services	207	162	78.3%
Dickenson County Community Services	52	39	75.0%
District 19 Community Services Board	251	154	61.4%
Eastern Shore Community Services	93	90	96.8%
Fairfax Falls Church CSB	963	518	53.8%
Goochland Powhatan Comm. Services	60	41	68.3%
Hampton Newport News CSB	1,340	332	24.8%
Hanover County CSB	96	89	92.7%
Harrisonburg Rockingham CSB	204	198	97.1%
Henrico Area MH&R Services Board	385	276	71.7%
Highlands Community Services Board	175	170	97.1%
Loudoun County CSB	230	181	78.7%
Middle Peninsula Northern Neck CSB	647	223	34.5%
Mt. Rogers Comm MH&MR Services Board	344	183	53.2%
New River Valley CSB	226	159	70.4%
Norfolk CSB	463	285	61.6%
Northwestern Community Services	219	146	66.7%
Piedmont Community Services	273	161	59.0%
Planning District One Behavioral Services	263	206	78.3%
Portsmouth Dept of Beh Healthcare	190	128	67.4%
Prince William County CSB	472	181	38.3%
Rappahannock Area CSB	463	292	63.1%
Rappahannock Rapidan CSB	244	182	74.6%
Region Ten CSB	190	140	73.7%
Richmond Behavioral Health Authority	682	328	48.1%
Rockbridge Area CSB	97	61	62.9%
Southside Community Services Board	186	122	65.6%
Valley Community Services Board	121	84	69.4%
Virginia Beach CSB	467	346	74.1%
Western Tidewater CSB	143	65	45.5%
Statewide	12,757	7,372	57.8%

Table A-2: Survey Response Rates by Service Area per CSB

Total	Provider	MH Total	SUD Total	MH/SUD Total	MH Percent	SUD Percent	MH/SUD Percent
314	Alexandria CSB	148	100	66	47.1%	31.8%	21.0%
33	Alleghany Highlands CSB	25	5	3	75.8%	15.2%	9.1%
146	Arlington CSB	50	63	33	34.2%	43.2%	22.6%
297	Blue Ridge Behavioral Healthcare	140	78	79	47.1%	26.3%	26.6%
162	Central Virginia Community Services	72	45	45	44.4%	27.8%	27.8%
163	Chesapeake CSB	56	77	30	34.4%	47.2%	18.4%
75	Chesterfield CSB	50	2	23	66.7%	2.7%	30.7%
124	Colonial MH & MR Services	54	52	18	43.5%	41.9%	14.5%
174	Crossroads Services Board	115	35	24	66.1%	20.1%	13.8%
214	Cumberland Mountain Community Services	108	74	32	50.5%	34.6%	15.0%
149	Danville-Pittsylvania Community Services	88	36	25	59.1%	24.2%	16.8%
39	Dickenson County Community Services	32	5	2	82.1%	12.8%	5.1%
146	District 19 CSB	85	31	30	58.2%	21.2%	20.5%
87	Eastern Shore CSB	70	0	17	80.5%	0.0%	19.5%
474	Fairfax-Falls Church CSB	144	260	70	30.4%	54.9%	14.8%
36	Goochland Powhatan CSB	18	1	17	50.0%	2.8%	47.2%
283	Hampton-Newport News CSB	132	83	68	46.6%	29.3%	24.0%
80	Hanover County CSB	60	4	16	75.0%	5.0%	20.0%
180	Harrisonburg-Rockingham CSB	126	12	42	70.0%	6.7%	23.3%
251	Henrico Area MH & MR Services Board	102	97	52	40.6%	38.6%	20.7%
153	Highlands Community Services	112	18	23	73.2%	11.8%	15.0%
154	Loudoun County CSB	105	20	29	68.2%	13.0%	18.8%
199	Middle Peninsula-Northern Neck CSB	45	134	20	22.6%	67.3%	10.1%
167	Mt. Rogers Comm MH & MR Services Bd	108	23	36	64.7%	13.8%	21.6%
140	New River Valley Community Services	90	30	20	64.3%	21.4%	14.3%
268	Norfolk CSB	63	158	47	23.5%	59.0%	17.5%
133	Northwestern Community Services	91	13	29	68.4%	9.8%	21.8%
149	Piedmont Community Services	91	33	25	61.1%	22.1%	16.8%
192	Planning District 1 CSB	139	34	19	72.4%	17.7%	9.9%
126	Portsmouth Dept of Behav Healthcare Serv	55	52	19	43.7%	41.3%	15.1%
150	Prince William County CSB	66	52	32	44.0%	34.7%	21.3%
267	Rappahannock Area CSB	146	80	41	54.7%	30.0%	15.4%
163	Rappahannock-Rapidan CSB	122	18	23	74.8%	11.0%	14.1%
134	Region Ten CSB	33	80	21	24.6%	59.7%	15.7%
294	Richmond Behavioral Health Authority	58	162	74	19.7%	55.1%	25.2%
55	Rockbridge Area CSB	25	24	6	45.5%	43.6%	10.9%
109	Southside CSB	81	9	19	74.3%	8.3%	17.4%
75	Valley CSB	27	31	17	36.0%	41.3%	22.7%
326	Virginia Beach CSB	180	70	76	55.2%	21.5%	23.3%
59	Western Tidewater CSB	50	2	7	84.7%	3.4%	11.9%
6,740	Statewide	3,362	2,103	1,275	49.9%	31.2%	18.9%

Table A-3: 2004 Consumer Survey

Table A-3 continued

Table A-4: Consumer Satisfaction Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2004	1.62	0.8	7,262	88.7	2.8
2003	1.63	0.81	6,937	88.2	2.7
2002	1.64	0.81	7,049	88.3	3.1
2001	1.67	0.83	7,328	87.4	3.2
2000	1.67	0.83	7,351	86.7	3.1
1999	1.69	0.85	7,169	85.8	3.3
If I had other choices, I would still get services from this agency.					
2004	1.81	0.95	7,185	83	6.6
2003	1.83	0.96	6,882	81.2	6.2
2002	1.84	0.95	6,958	81.8	6.4
2001	1.87	0.98	7,254	79.9	7.3
2000	1.88	0.99	7,283	80	7.3
1999	1.92	1.02	7,103	78.5	8.2
I would recommend this agency to a friend or family member.					
2004	1.67	0.86	7,158	87.4	4.3
2003	1.66	0.85	6,856	88.1	3.7
2002	1.68	0.85	6,919	87.7	4.1
2001	1.69	0.87	7,222	87	4.3
2000	1.71	0.88	7,237	86.7	4.4
1999	1.72	0.9	7,085	85.9	4.9
Access to Services					
The location of services is convenient (parking, public transportation, distance, etc.).					
2004	1.8	0.98	7,187	83.1	7.2
2003	1.81	0.97	6,901	83.5	7.6
2002	1.53	0.73	192	90.6	1.6
2001	1.8	0.97	7,221	83.9	7.3
2000	1.83	0.98	7,282	83.2	7.9
1999	1.83	0.97	7,073	83.1	7.5
Staff are willing to see me as often as I feel it is necessary.					
2004	1.71	0.87	7,108	86.1	4.3
2003	1.7	0.86	6,831	86.9	4.2
2002	1.73	0.86	6,895	86.5	4.6
2001	1.71	0.86	7,151	86.4	4.3
2000	1.72	0.84	7,212	86.7	4.1
1999	1.75	0.88	7,000	85.8	5

Table A-4 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Staff returns my calls within 24 hours.					
2004	1.86	0.96	6,716	79.7	6.5
2003	1.85	0.95	6,410	80.4	6.6
2002	1.86	0.95	6,460	80.6	6.8
2001	1.86	0.96	6,636	79.9	6.9
2000	1.85	0.93	6,647	80.8	6
1999	1.88	0.96	6,339	79.5	6.8
Services are available at times that are good for me.					
2004	1.76	0.92	7,177	85.2	6
2003	1.76	0.91	6,896	85.4	5.8
2002	1.78	0.91	6,971	85	5.8
2001	1.8	0.95	7,244	84.3	6.9
2000	1.8	0.94	7,262	84.5	6.7
1999	1.82	0.97	7,072	83.5	7.5
Appropriateness of Services					
Staff here believe that I can grow, change, and recover.					
2004	1.65	0.82	7,090	87	2.9
2003	1.66	0.82	6,777	87.2	3
2002	1.68	0.81	6,872	87	3.1
2001	1.68	0.83	7,145	86.7	3.3
2000	1.7	0.83	7,143	86	3.1
1999	1.7	0.84	6,955	86.1	3.2
I feel free to complain.					
2004	1.83	0.95	7,020	81.9	6.4
2003	1.81	0.9	6,748	83.5	5.4
2002	1.84	0.94	6,825	82.6	6.3
2001	1.84	0.95	7,127	82.4	6.6
2000	1.85	0.93	7,169	82	6.1
1999	1.89	0.97	6,969	80.9	7.4
Staff tell me what medication side effects to watch for.					
2004	1.91	1	6,199	77.9	7.7
2003	1.87	0.95	5,952	79.9	6.7
2002	1.92	0.96	5,965	78.4	7.3
2001	1.91	0.98	6,246	79.2	7.8
2000	1.93	0.98	6,167	78.2	7.8
1999	1.95	1	5,802	77.1	8.2
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2004	1.64	0.84	7,035	87.8	3.6
2003	1.62	0.81	6,709	88.8	3
2002	1.64	0.81	6,776	88.8	3
2001	1.66	0.83	7,057	88.2	3.6
2000	1.66	0.81	7,042	88.3	3
1999	1.68	0.84	6,847	87.3	3.6

Table A-4 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Staff are sensitive to my cultural background (race, religion).					
2004	1.82	0.9	6,648	80.7	4.3
2003	1.8	0.88	6,357	82.1	3.9
2002	1.84	0.89	6,385	81.1	4.4
2001	1.87	0.93	6,612	79.3	5.5
2000	1.89	0.93	6,600	78.4	5.3
1999	1.94	0.96	6,411	77	6.3
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2004	1.75	0.86	6,856	85.2	3.9
2003	1.74	0.85	6,608	85.9	3.9
2002	1.77	0.85	6,688	85.4	4
2001	1.78	0.86	6,954	84.6	4.3
2000	1.78	0.85	6,945	85	3.9
1999	1.8	0.89	6,717	84	4.9
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2004	1.9	0.92	7,047	79.6	6
2003	1.9	0.92	6,749	79.9	5.8
2002	1.91	0.91	6,860	79.9	5.8
2001	1.92	0.94	7,150	79.1	6.5
2000	1.93	0.93	7,122	78.7	6.3
1999	1.95	0.94	6,933	78.8	6.5
As a direct result of the services I receive, I am better able to control my life.					
2004	1.94	0.94	7,047	77.4	6.3
2003	1.94	0.95	6,725	78.1	6.6
2002	1.94	0.92	6,893	78.5	6.2
2001	1.94	0.94	7,141	77.8	6.5
2000	1.97	0.94	7,126	76.8	6.5
1999	2	0.96	6,953	76.4	7.4
As a direct result of the services I receive, I am better able to deal with crisis.					
2004	2.01	0.98	7,007	74.5	7.5
2003	2	0.98	6,701	75.5	7.8
2002	2.01	0.97	6,816	75	7.8
2001	2.03	0.97	7,054	74.3	7.9
2000	2.05	0.97	7,061	73.4	8
1999	2.07	0.98	6,885	73	8.4

Table A-4 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
As a direct result of the services I receive, I am getting along better with my family.					
2004	2.01	1.02	6,877	73.3	8.6
2003	2.01	1.02	6,578	74.1	8.5
2002	2	1.01	6,658	74.3	8
2001	2	1.01	6,924	73.7	8
2000	2.05	1.02	6,914	72.1	8.7
1999	2.05	1.02	6,684	72.4	8.8
As a direct result of the services I receive, I do better in social settings.					
2004	2.16	1.05	6,908	67.8	10.7
2003	2.15	1.06	6,612	68.3	10.6
2002	2.14	1.04	6,728	69.4	10.4
2001	2.15	1.05	6,967	68.5	10.8
2000	2.17	1.03	6,961	67.7	10.1
1999	2.18	1.04	6,738	67.8	10.4
As a direct result of the services I receive, I do better at work and/or school.					
2004	2.1	1.03	5,761	68.5	9
2003	2.08	1.04	5,457	69.9	9
2002	2.1	1.03	5,519	69.5	9.3
2001	2.1	1.04	5,748	69.5	9.2
2000	2.12	1.03	5,713	68.5	9.3
1999	2.14	1.05	5,651	68.2	9.6
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2004	2.2	1.1	6,914	67.3	12.9
2003	2.19	1.12	6,588	69.1	13.3
2002	2.19	1.09	6,701	69.2	12.6
2001	2.19	1.1	6,981	68.5	13.4
2000	2.22	1.1	6,922	67.7	13.2
1999	2.21	1.11	6,690	68.1	13.4
Other					
I am able to get all services I think I need.					
2004	1.81	0.92	7,152	83.6	6.1
2003	1.8	0.91	6,884	84	5.7
2002	1.83	0.92	6,943	83.5	6.1
2001	1.82	0.92	7,224	83.9	5.9
2000	1.83	0.91	7,213	83.1	5.6
1999	1.87	0.94	7,039	81.8	6.4

Table A-4 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
I feel comfortable asking questions about my treatment and medication.					
2004	1.66	0.83	6,991	88.4	3.7
2003	1.65	0.81	6,737	88.8	3.5
2002	1.67	0.81	6,826	88.4	3.5
2001	1.68	0.83	7,101	88.3	3.9
2000	1.69	0.82	7,100	88.4	3.6
1999	1.72	0.86	6,898	87.2	4.4
I, not staff, decide my treatment goals.					
2004	2.06	1.04	6,874	72.1	9.5
2003	2.03	1.02	6,580	73.9	9.3
2002	2.07	1.04	6,627	72.7	10.2
2001	2.09	1.06	6,918	72.3	11.3
2000	2.1	1.05	6,880	71.4	10.5
1999	2.17	1.1	6,643	68.7	12.8

¹Scale ranges from 1: 'Strongly Agree' to 5: 'Strongly Disagree'. Lower mean scores correspond with greater satisfaction.

²Percentages in the Agree column include those who responded 'Agree' or 'Strongly Agree'. Percentages in the Disagree column include those who responded 'Disagree' or 'Strongly Disagree'. Percentages for consumers who responded 'I Am Neutral' are not shown, but can be calculated by subtracting the sum of the '% Agree' and '% Disagree' columns from 100%.

Table A-5: Consumer Demographics

<i>Age Group</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
18-22	509	7.8	544	8.1	576	8.4	539	8.2	579	8.9	0	0
23-59	5719	87.1	5832	86.5	5826	84.9	5555	84.9	5472	84.5	0	0
60-64	179	2.7	188	2.8	242	3.5	229	3.5	241	3.7	0	0
65-74	126	1.9	132	2	169	2.5	173	2.6	134	2.1	174	2.6
75+	32	0.5	47	0.7	46	0.7	45	0.7	50	0.8	42	0.6
18-20	0	0	0	0	0	0	0	0	0	0	303	4.5
21-64	0	0	0	0	0	0	0	0	0	0	6266	92.4
Unknown	0	0	0	0	0	0	0	0	1	0	0	0
TOTAL	6565	100	6743	100	6859	100	6541	100	6477	100	6785	100

<i>Gender</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Female	3078	48.6	3117	47.9	3303	48.6	3131	48	3135	48.1	3054	48.1
Male	3257	51.4	3385	52.1	3499	51.4	3393	52	3375	51.8	3301	51.9
Unknown	0	0	0	0	0	0	0	0	1	0	0	0
TOTAL	6335	100	6502	100	6802	100	6524	100	6511	100	6355	100

<i>Race</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Alaskan Native	6	0.1	10	0.2	8	0.1	15	0.2	0	0	0	0
Asian or Pacific Islander	56	0.9	73	1.1	81	1.2	87	1.3	0	0	0	0
White, Non-Hispanic	3968	61.2	4082	61.4	4041	59.4	3995	61.5	0	0	0	0
Black/African American, Non-Hispanic	1881	29	1806	27.2	2016	29.7	1634	25.1	0	0	0	0
American Indian	122	1.9	97	1.5	103	1.5	88	1.4	0	0	0	0
Hispanic	297	4.6	398	6	371	5.5	533	8.2	0	0	0	0
Other	152	2.3	177	2.7	179	2.6	146	2.2	136	2.2	504	7.4
American Indian/Alaska Native	0	0	0	0	0	0	0	0	123	2	121	1.8
Asian	0	0	0	0	0	0	0	0	84	1.4	71	1
Black	0	0	0	0	0	0	0	0	1760	28.8	1850	27.2
Native Hawaiian/Pacific Islander	0	0	0	0	0	0	0	0	16	0.3	13	0.2
White	0	0	0	0	0	0	0	0	4002	65.4	4246	62.4
TOTAL	6482	100	6643	100	6799	100	6498	100	6121	100	6805	100

<i>Reason for Receiving Services</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
MH	3292	50.9	3650	55.3	3500	52.6	3474	54.2	3352	53.3	3362	49.9
SA	2078	32.1	1978	30	2119	31.9	1941	30.3	1927	30.7	2103	31.2
MH+SA	1099	17	968	14.7	1031	15.5	991	15.5	1005	16	1275	18.9
Unknown	0	0	0	0	0	0	0	0	2	0	0	0
TOTAL	6469	100	6596	100	6650	100	6406	100	6286	100	6740	100

Table A-5 continued

<i>Referral Source</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Physician or Hospital	1464	22.8	1728	26.1	1738	26.2	1709	28.6	1621	27.8	1527	23.9
Family or Friends	794	12.4	804	12.2	854	12.9	754	12.6	785	13.5	791	12.4
Employer/Employee Assistance Program	102	1.6	87	1.3	81	1.2	96	1.6	94	1.6	80	1.3
Court or Law Enforcement	1910	29.8	1830	27.7	1784	26.9	1870	31.3	1710	29.3	1606	25.1
Department of Social Services	306	4.8	315	4.8	332	5	311	5.2	320	5.5	326	5.1
Self-Referred	1340	20.9	1294	19.6	1339	20.2	1214	20.3	1294	22.2	1243	19.4
Other	499	7.8	551	8.3	516	7.8	14	0.2	5	0.1	820	12.8
TOTAL	6415	100	6609	100	6644	100	5968	100	5829	100	5594	100

<i>Length of Time Receiving Services</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Less Than One Month	645	9.8	590	8.8	582	8.5	529	8.1	498	7.7	529	8.3
1-2 Months	969	14.8	957	14.2	885	12.9	874	13.3	860	13.3	832	13.1
3-5 Months	1107	16.9	1184	17.6	1128	16.5	1055	16.1	1090	16.9	1024	16.2
6-11 Months	848	12.9	802	11.9	862	12.6	824	12.6	849	13.1	773	12.2
12 Months to 2 Years	970	14.8	989	14.7	1019	14.9	939	14.3	957	14.8	1011	16
More Than 2 Years to 5 Years	819	12.5	825	12.2	972	14.2	977	14.9	929	14.4	966	15.2
More Than 5 Years	1197	18.3	1389	20.6	1403	20.5	1352	20.6	1276	19.7	1201	19
Unknown	0	0	1	0	0	0	0	0	4	0.1	0	0
TOTAL	6555	100	6737	100	6851	100	6550	100	6463	100	6336	100

<i>Hispanic Origin</i>	2003		2004	
	Count	%	Count	%
Hispanic	443	25.9	511	7.7
Non-Hispanic	1266	74.1	6102	92.3
TOTAL	1709	100	6613	100

<i>Arrests in Last Six Months</i>	2004	
	Count	%
0	4865	82.0%
1	855	14.4%
2	137	2.3%
3	40	0.7%
4	12	0.2%
5	4	0.1%
6	4	0.1%
7	2	0.0%
8	3	0.1%
9	1	0.0%
10	5	0.1%
12	2	0.0%
20	2	0.0%
TOTAL	5932	100.0%

Table A-5 continued

<i>Arrests in Same Six Months Prior Year</i>	2004	
	Count	%
0	4811	81.1%
1	870	14.7%
2	162	2.7%
3	44	0.7%
4	15	0.3%
5	10	0.2%
6	7	0.1%
7	4	0.1%
9	1	0.0%
10	2	0.0%
12	1	0.0%
15	2	0.0%
16	1	0.0%
21	1	0.0%
100	1	0.0%
TOTAL	5932	100.0%

<i>Homeless in Last Six Months</i>	2004	
	Count	%
No	6884	93.5
Yes	479	6.5
TOTAL	7363	100

<i>Arrested/In Jail in Last Six Months</i>	2004	
	Count	%
No	6305	85.6
Yes	1058	14.4
TOTAL	7363	100

<i>In Psychiatric Hospital/Unit in Last Six Months</i>	2004	
	Count	%
No	6584	89.4
Yes	779	10.6
TOTAL	7363	100

<i>Working at a Paid Job in Last Six Months</i>	2004	
	Count	%
No	4393	59.7
Yes	2970	40.3
TOTAL	7363	100

Table A-5 continued

<i>In Training for a Job in Last Six Months</i>	2004	
	Count	%
No	6898	93.7
Yes	465	6.3
TOTAL	7363	100

Table A-6: Satisfaction by Consumer Characteristics per Domain

<i>All Consumers</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
2004	87.00%	7286	82.70%	7297	85.70%	7214	73.40%	7093
2003	86.90%	6973	82.60%	6994	86.70%	6925	74.00%	6785
2002	86.60%	7067	84.30%	6953	85.60%	7007	74.20%	6897
2001	85.80%	7358	82.60%	7375	85.10%	7301	73.60%	7175
2000	85.20%	7377	82.80%	7393	84.90%	7304	72.00%	7154
1999	84.20%	7209	80.90%	7220	84.20%	7096	72.70%	6978

<i>Gender</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
Female								
2004	90.40%	3034	84.70%	3039	87.60%	3010	70.50%	2960
2003	90.20%	3101	85.50%	3110	87.90%	3082	70.70%	3021
2002	89.90%	3087	87.50%	3043	86.80%	3065	73.10%	3022
2001	88.40%	3267	85.10%	3275	87.00%	3252	70.40%	3189
2000	88.60%	3079	85.60%	3092	86.90%	3053	69.40%	3000
1999	88.50%	3045	84.20%	3047	86.20%	2998	70.70%	2970
Male								
2004	84.70%	3270	81.30%	3276	84.90%	3245	76.90%	3210
2003	84.00%	3324	80.20%	3340	86.00%	3314	77.40%	3264
2002	83.90%	3345	81.80%	3290	85.10%	3328	75.60%	3291
2001	83.60%	3445	80.20%	3457	83.60%	3421	76.80%	3392
2000	82.20%	3344	80.50%	3356	83.40%	3331	74.50%	3277
1999	80.40%	3205	78.40%	3214	82.90%	3172	74.50%	3129

<i>Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
White								
2004	87.50%	4223	83.20%	4228	86.70%	4188	71.70%	4137
2003	87.80%	3966	83.60%	3976	87.60%	3938	71.60%	3879
2002	86.30%	3953	85.30%	3888	85.80%	3932	71.50%	3885
2001	86.70%	4002	83.50%	4006	86.60%	3971	70.60%	3921
2000	85.00%	4040	83.70%	4052	85.30%	4016	68.70%	3938
1999	85.10%	3925	81.90%	3927	85.30%	3880	70.20%	3808
African-American								
2004	87.90%	1831	83.10%	1831	85.00%	1819	75.50%	1788
2003	86.70%	1734	82.40%	1737	86.20%	1726	78.50%	1690
2002	87.80%	1612	85.30%	1589	85.90%	1603	76.50%	1580
2001	85.90%	1980	82.10%	1991	83.40%	1973	77.00%	1938
2000	85.30%	1778	81.30%	1783	84.80%	1767	76.50%	1747
1999	83.20%	1846	79.50%	1857	83.50%	1833	77.30%	1818

Table A-6 continued

<i>Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
Other								
2004	86.10%	693	81.40%	698	85.30%	689	80.10%	682
2003	77.20%	351	74.10%	355	79.80%	351	70.30%	340
2002	86.80%	842	79.80%	835	84.90%	836	82.50%	828
2001	84.30%	726	80.30%	731	83.60%	730	82.10%	719
2000	86.90%	740	81.70%	749	84.80%	741	80.10%	727
1999	83.80%	623	81.60%	624	82.50%	611	77.40%	611

<i>Time in Treatment</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
0-11 Months								
2004	85.00%	3130	80.30%	3132	85.80%	3091	73.20%	3039
2003	83.80%	3250	80.00%	3265	86.00%	3220	74.40%	3144
2002	83.50%	3228	81.30%	3151	85.40%	3202	74.10%	3145
2001	83.20%	3406	78.80%	3418	85.10%	3382	72.80%	3311
2000	81.70%	3478	80.10%	3494	84.40%	3440	71.90%	3366
1999	81.50%	3508	78.70%	3516	84.90%	3439	72.30%	3391
12+ Months								
2004	90.10%	3151	85.50%	3163	86.20%	3148	73.50%	3122
2003	90.50%	3132	85.70%	3138	88.20%	3131	74.00%	3092
2002	90.00%	3236	87.80%	3213	86.40%	3224	74.70%	3205
2001	88.70%	3363	86.60%	3367	85.40%	3351	74.70%	3325
2000	88.70%	3177	85.80%	3184	85.90%	3176	72.40%	3140
1999	87.50%	2961	83.70%	2967	83.90%	2954	73.30%	2921

<i>Referral Source</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
Self, Family, Hospital, or Doctor								
2004	91.10%	3538	86.00%	3542	87.40%	3523	72.40%	3470
2003	91.60%	3665	86.20%	3668	88.40%	3648	72.90%	3595
2002	90.40%	3639	87.60%	3604	86.60%	3627	71.70%	3585
2001	89.10%	3894	86.00%	3905	85.90%	3886	71.50%	3832
2000	88.70%	3786	85.90%	3799	85.60%	3773	70.50%	3716
1999	88.60%	3564	84.90%	3567	85.20%	3538	71.70%	3503
Court, Police, DSS, or EAP								
2004	81.40%	1994	78.00%	1992	84.00%	1973	76.40%	1955
2003	79.70%	2087	77.50%	2102	85.50%	2069	78.70%	2037
2002	81.40%	2245	79.90%	2183	85.40%	2218	79.80%	2189
2001	80.10%	2161	76.60%	2162	84.40%	2141	78.60%	2115
2000	78.50%	2197	77.30%	2205	83.60%	2172	75.60%	2139
1999	77.90%	2276	75.70%	2282	83.80%	2244	75.70%	2202

Table A-6 continued

<i>Age Group (Through 2003)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
18-22								
2003	73.60%	564	73.30%	572	82.70%	561	69.90%	544
2002	73.50%	529	75.50%	515	80.90%	524	66.10%	514
2001	77.00%	569	72.40%	568	82.90%	560	71.50%	548
2000	70.90%	533	72.90%	535	81.90%	524	66.50%	519
1999	69.30%	498	67.90%	501	76.30%	490	67.80%	481
23-59								
2003	88.10%	5406	83.40%	5420	87.20%	5385	74.20%	5301
2002	87.70%	5489	84.90%	5406	86.00%	5462	74.40%	5397
2001	86.50%	5757	83.40%	5773	85.20%	5741	73.50%	5665
2000	86.00%	5763	83.20%	5788	84.90%	5737	72.20%	5634
1999	85.20%	5647	81.80%	5658	84.60%	5589	72.90%	5519
60+								
2003	93.10%	421	88.00%	424	89.70%	417	81.60%	408
2002	91.70%	435	90.90%	430	89.60%	431	83.20%	423
2001	91.50%	448	88.10%	447	89.70%	437	83.60%	428
2000	92.00%	361	90.80%	359	88.30%	358	79.80%	352
1999	91.50%	330	89.80%	334	91.80%	328	81.30%	320

<i>Age Group (2004)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
18-20								
2004	75.10%	301	73.20%	302	83.60%	298	68.10%	288
21-64								
2004	88.00%	6214	83.00%	6224	86.00%	6164	73.40%	6096
65+								
2004	91.80%	208	90.60%	212	90.00%	211	85.70%	203

<i>Hispanic Origin</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
Hispanic								
2004	88.80%	499	84.50%	503	86.90%	497	85.00%	493
2003	91.70%	432	86.00%	435	93.30%	435	90.90%	430
Non-Hispanic								
2004	87.40%	6061	82.80%	6068	86.10%	6013	72.50%	5929
2003	86.80%	1253	79.10%	1257	87.80%	1254	73.80%	1226

Table A-6 continued

<i>Arrests in Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
0								
2004	88.60%	4753	83.70%	4764	86.20%	4729	72.80%	4670
1								
2004	81.20%	851	78.60%	849	86.60%	835	76.60%	829
2-100								
2004	79.30%	208	72.60%	208	79.40%	204	68.20%	201

<i>Arrests in Same Six Months Last Year</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
0								
2004	87.90%	4665	83.30%	4672	86.50%	4630	72.50%	4571
1								
2004	84.10%	864	80.00%	863	85.40%	857	78.30%	847
2-100								
2004	83.70%	246	76.20%	248	82.40%	245	73.00%	248

<i>Homeless in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	87.10%	6811	83.00%	6821	86.00%	6740	73.80%	6629
Yes								
2004	86.10%	475	78.80%	476	81.90%	474	67.00%	464

<i>Arrested/In Jail in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	88.00%	6235	83.70%	6248	85.90%	6178	73.20%	6065
Yes								
2004	81.00%	1051	76.80%	1049	84.60%	1036	74.60%	1028

<i>In a Psychiatric Hospital/Unit in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	87.10%	6515	82.80%	6528	86.00%	6446	74.60%	6335
Yes								
2004	86.00%	771	81.80%	769	83.50%	768	63.30%	758

Table A-6 continued

<i>Working at a Paid Job in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	88.00%	4341	84.60%	4347	85.30%	4292	69.10%	4204
Yes								
2004	85.50%	2945	79.90%	2950	86.20%	2922	79.50%	2889

<i>In Training for a Job in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	87.20%	6826	82.70%	6837	85.70%	6759	73.10%	6645
Yes								
2004	84.60%	460	83.30%	460	85.50%	455	77.00%	448

Table A-7: Outcomes - Change in Arrest History

Number of Arrests	All Consumers		MH		SUD		MH/SUD	
	N	%	N	%	N	%	N	%
From 2003 to 2004:								
Of those persons arrested in the same six-month period in 2003, the number not arrested in the most recent six months	732	65.3%	100	61.3%	451	67.7%	168	62.5%
Of those persons not arrested in the same six-month period in 2003, the number arrested in the most recent six months	678	14.1%	132	5.2%	355	28.0%	178	20.0%

APPENDIX B

MENTAL HEALTH CONSUMER DATA

Table B-1: MH Consumer Demographics

<i>Age Group</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
18-22	151	4.7	204	5.8	166	4.8	176	5.2	177	5.4	0	0
23-59	2799	87.5	3040	86	2913	84.9	2857	84.3	2785	84.7	0	0
60-64	130	4.1	140	4	176	5.1	176	5.2	184	5.6	0	0
65-74	94	2.9	109	3.1	139	4.1	144	4.2	104	3.2	141	4.3
75+	25	0.8	41	1.2	38	1.1	36	1.1	39	1.2	31	0.9
18-20	0	0	0	0	0	0	0	0	0	0	113	3.4
21-64	0	0	0	0	0	0	0	0	0	0	3002	91.3
TOTAL	3199	100	3534	100	3432	100	3389	100	3289	100	3287	100

<i>Gender</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Female	2013	63.9	2176	62.2	2139	62.6	2142	63.1	2069	62.2	1900	61.6
Male	1135	36.1	1325	37.8	1280	37.4	1253	36.9	1259	37.8	1186	38.4
Unknown	0	0	0	0	0	0	0	0	1	0	0	0
TOTAL	3148	100	3501	100	3419	100	3395	100	3329	100	3086	100

<i>Race</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Alaskan Native	2	0.1	3	0.1	6	0.2	7	0.2	0	0	0	0
Asian or Pacific Islander	27	0.9	43	1.2	45	1.3	42	1.2	0	0	0	0
White, Non-Hispanic	2209	69.7	2410	68.7	2314	67.7	2332	69.1	0	0	0	0
Black/African American, Non-Hispanic	757	23.9	825	23.5	844	24.7	761	22.5	0	0	0	0
American Indian	51	1.6	48	1.4	54	1.6	41	1.2	0	0	0	0
Hispanic	46	1.5	86	2.5	77	2.3	130	3.8	0	0	0	0
Other	79	2.5	94	2.7	77	2.3	64	1.9	46	1.4	157	4.7
American Indian/Alaska Native	0	0	0	0	0	0	0	0	62	1.9	61	1.8
Asian	0	0	0	0	0	0	0	0	56	1.7	40	1.2
Black	0	0	0	0	0	0	0	0	775	24.1	771	23.2
Native Hawaiian/Pacific Islander	0	0	0	0	0	0	0	0	5	0.2	4	0.1
White	0	0	0	0	0	0	0	0	2278	70.7	2296	69
TOTAL	3171	100	3509	100	3417	100	3377	100	3222	100	3329	100

Table B-1 continued

<i>Referral Source</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Physician or Hospital	1165	37.2	1419	40.8	1396	41.7	1363	44.4	1318	44.7	1200	38.2
Family or Friends	497	15.9	578	16.6	536	16	514	16.7	502	17	498	15.8
Employer/Employee Assistance Program	55	1.8	44	1.3	29	0.9	39	1.3	42	1.4	39	1.2
Court or Law Enforcement	218	7	206	5.9	196	5.9	215	7	161	5.5	139	4.4
Department of Social Services	194	6.2	191	5.5	201	6	192	6.3	189	6.4	197	6.3
Self-Referred	723	23.1	727	20.9	704	21	744	24.2	734	24.9	661	21.0
Other	276	8.8	317	9.1	287	8.6	4	0.1	3	0.1	408	13.0
TOTAL	3128	100	3482	100	3349	100	3071	100	2949	100	3142	100

<i>Length of Time Receiving Services</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Less Than One Month	185	5.8	186	5.2	167	4.9	162	4.7	147	4.4	141	4.5
1-2 Months	272	8.5	275	7.7	241	7	243	7.1	218	6.6	236	7.6
3-5 Months	350	10.9	388	10.9	312	9.1	301	8.8	302	9.1	305	9.8
6-11 Months	353	11	363	10.2	361	10.5	358	10.5	379	11.5	303	9.7
12 Months to 2 Years	604	18.8	653	18.4	613	17.8	600	17.6	576	17.4	583	18.7
More Than 2 Years to 5 Years	559	17.4	594	16.7	680	19.8	704	20.6	682	20.6	653	21
More Than 5 Years	887	27.6	1097	30.8	1068	31	1049	30.7	1001	30.3	892	28.7
Unknown	0	0	1	0	0	0	0	0	1	0	0	0
TOTAL	3210	100	3557	100	3442	100	3417	100	3306	100	3113	100

<i>Hispanic Origin</i>	2003		2004	
	Count	%	Count	%
Hispanic	100	12.1	136	4.2
Non-Hispanic	727	87.9	3079	95.8
TOTAL	827	100	3215	100

Table B-1 continued

<i>Arrests in Last Six Months</i>	2004	
	Count	%
0	2529	92.8%
1	159	5.8%
2	24	0.9%
3	4	0.1%
4	2	0.1%
6	1	0.0%
7	1	0.0%
8	1	0.0%
10	2	0.1%
12	1	0.0%
TOTAL	2724	100%

<i>Arrests in Same Six Months Prior Year</i>	2004	
	Count	%
0	2561	94.0%
1	125	4.6%
2	22	0.8%
3	7	0.3%
4	5	0.2%
5	1	0.0%
6	2	0.1%
100	1	0.0%
TOTAL	2724	100%

<i>Homeless in Last Six Months</i>	2004	
	Count	%
No	3201	95.2
Yes	161	4.8
TOTAL	3362	100

<i>Arrested/In Jail in Last Six Months</i>	2004	
	Count	%
No	3188	94.8
Yes	174	5.2
TOTAL	3362	100

Table B-1 continued

<i>In Psychiatric Hospital/Unit in Last Six Months</i>	2004	
	Count	%
No	2916	86.7
Yes	446	13.3
TOTAL	3362	100

<i>Working at a Paid Job in Last Six Months</i>	2004	
	Count	%
No	2417	71.9
Yes	945	28.1
TOTAL	3362	100

<i>In Training for a Job in Last Six Months</i>	2004	
	Count	%
No	3191	94.9
Yes	171	5.1
TOTAL	3362	100

Table B-2: MH Consumer Satisfaction Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2004	1.53	0.75	3,331	91.7	2.3
2003	1.54	0.74	3,312	91.7	2.1
2002	1.55	0.76	3,427	91.5	2.4
2001	1.55	0.76	3,448	91.2	2.4
2000	1.57	0.78	3,607	90.6	2.6
1999	1.55	0.75	3,244	90.9	2.1
If I had other choices, I would still get services from this agency.					
2004	1.69	0.9	3,306	86.4	5.5
2003	1.71	0.89	3,288	85.3	4.7
2002	1.71	0.88	3,401	86.2	4.8
2001	1.71	0.89	3,412	85.5	5.2
2000	1.75	0.92	3,579	84.7	5.7
1999	1.75	0.93	3,228	84.4	5.5
I would recommend this agency to a friend or family member.					
2004	1.58	0.81	3,284	90.4	3.4
2003	1.55	0.75	3,267	91.5	2.3
2002	1.59	0.78	3,367	91	2.9
2001	1.59	0.8	3,396	90.7	3.1
2000	1.6	0.8	3,557	90.8	3.1
1999	1.58	0.79	3,219	90.8	2.9
Access to Services					
The location of services is convenient (parking, public transportation, distance, etc.).					
2004	1.71	0.91	3,303	86.1	5.7
2003	1.74	0.93	3,286	85.5	6.6
2002	1.48	0.89	31	90.3	3.2
2001	1.71	0.91	3,387	86.9	6
2000	1.77	0.96	3,576	85.1	7.3
1999	1.71	0.89	3,205	87	5.5
Staff are willing to see me as often as I feel it is necessary.					
2004	1.65	0.86	3,292	87.7	4.2
2003	1.63	0.83	3,280	89	3.8
2002	1.66	0.83	3,372	88.6	3.8
2001	1.63	0.84	3,384	89.1	4
2000	1.65	0.83	3,559	88.7	3.9
1999	1.65	0.85	3,200	88.8	4.5

Table B-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Staff returns my calls within 24 hours.					
2004	1.76	0.92	3,138	83.7	5.5
2003	1.76	0.91	3,108	83.8	5.9
2002	1.78	0.91	3,211	83.9	5.9
2001	1.74	0.93	3,188	85	6
2000	1.73	0.87	3,334	85.6	4.8
1999	1.72	0.9	2,979	86.1	5.5
Services are available at times that are good for me.					
2004	1.62	0.81	3,312	90.6	3.7
2003	1.61	0.78	3,305	90.8	3.1
2002	1.61	0.77	3,406	91.2	3.1
2001	1.62	0.8	3,422	90.4	3.4
2000	1.63	0.81	3,570	90.3	3.8
1999	1.62	0.82	3,238	90.3	4
Appropriateness of Services					
Staff here believe that I can grow, change, and recover.					
2004	1.67	0.81	3,245	86.3	2.6
2003	1.67	0.81	3,226	86.4	2.8
2002	1.69	0.82	3,342	86.7	3
2001	1.68	0.82	3,360	86.7	3
2000	1.71	0.83	3,506	85.5	3.3
1999	1.69	0.82	3,141	86.5	3.1
I feel free to complain.					
2004	1.78	0.94	3,230	83	6
2003	1.76	0.88	3,207	84.9	5
2002	1.79	0.91	3,338	84.3	5.5
2001	1.75	0.89	3,370	85.5	4.8
2000	1.81	0.91	3,524	82.9	5.5
1999	1.8	0.92	3,177	83.9	6.2
Staff tell me what medication side effects to watch for.					
2004	1.82	0.99	3,056	82	7.5
2003	1.8	0.93	3,033	83.6	6.7
2002	1.87	0.96	3,120	80.8	7.6
2001	1.83	0.95	3,129	83	7.3
2000	1.85	0.98	3,253	82.3	8
1999	1.81	0.95	2,846	83	6.9

Table B-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2004	1.59	0.8	3,232	89.7	2.9
2003	1.56	0.76	3,224	91.1	2.2
2002	1.59	0.78	3,332	90.4	2.6
2001	1.58	0.78	3,319	91.2	2.8
2000	1.6	0.76	3,464	90.8	2.4
1999	1.58	0.77	3,105	90.5	2.6
Staff are sensitive to my cultural background (race, religion).					
2004	1.74	0.89	3,077	83.8	4
2003	1.73	0.85	3,017	84.2	3.3
2002	1.75	0.84	3,110	84.1	3.2
2001	1.77	0.89	3,119	83.3	4.2
2000	1.81	0.9	3,240	81.9	4.6
1999	1.81	0.91	2,899	82.1	4.8
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2004	1.73	0.87	3,167	85.7	4.1
2003	1.72	0.84	3,180	86.7	3.9
2002	1.75	0.86	3,267	85.2	4.1
2001	1.74	0.86	3,307	85.8	4.1
2000	1.74	0.84	3,425	86.2	3.7
1999	1.74	0.86	3,078	86.1	4.5
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2004	1.94	0.95	3,243	77.7	7.2
2003	1.93	0.95	3,236	78.2	6.8
2002	1.94	0.94	3,360	78.8	7
2001	1.92	0.95	3,389	79	7.1
2000	1.96	0.95	3,517	78	6.9
1999	1.95	0.94	3,178	78.4	7
As a direct result of the services I receive, I am better able to control my life.					
2004	2	0.97	3,229	74.5	7.7
2003	2.01	0.99	3,224	74.8	8.3
2002	2	0.96	3,366	76.1	7.5
2001	1.99	0.97	3,378	75.7	7.7
2000	2.03	0.97	3,521	74.3	8
1999	2.05	0.99	3,175	73.5	8.9

Table B-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
As a direct result of the services I receive, I am better able to deal with crisis.					
2004	2.08	1.03	3,220	71.9	9.7
2003	2.08	1.03	3,209	72.2	10.2
2002	2.08	1.01	3,329	72.5	9.5
2001	2.1	1.02	3,327	71.3	9.9
2000	2.12	1.03	3,491	70.2	10
1999	2.12	1.02	3,136	70.6	10.3
As a direct result of the services I receive, I am getting along better with my family.					
2004	2.1	1.06	3,152	70.4	10.8
2003	2.11	1.07	3,143	70.3	10.5
2002	2.09	1.03	3,220	72	9.9
2001	2.1	1.04	3,254	70.6	9.7
2000	2.14	1.06	3,403	69.3	10.8
1999	2.13	1.06	3,042	69.9	10.7
As a direct result of the services I receive, I do better in social settings.					
2004	2.27	1.11	3,170	64.3	13.9
2003	2.26	1.11	3,150	63.5	13.8
2002	2.25	1.1	3,284	65.7	13.5
2001	2.27	1.11	3,275	64.5	14.4
2000	2.26	1.09	3,429	63.9	12.8
1999	2.26	1.09	3,047	64.1	13.3
As a direct result of the services I receive, I do better at work and/or school.					
2004	2.26	1.11	2,381	61.7	12.9
2003	2.2	1.1	2,329	64.7	12.1
2002	2.23	1.08	2,445	64.3	12.3
2001	2.28	1.12	2,412	62.2	13.3
2000	2.25	1.09	2,510	62.9	12.2
1999	2.25	1.09	2,302	62.6	12
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2004	2.31	1.15	3,218	63.7	16.2
2003	2.32	1.18	3,206	64.1	17.2
2002	2.3	1.15	3,304	65.6	16.1
2001	2.35	1.17	3,350	63	17.6
2000	2.33	1.15	3,459	64	16.6
1999	2.33	1.17	3,088	63.6	17.1

Table B-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Other					
I am able to get all services I think I need.					
2004	1.75	0.93	3,291	85.1	6.2
2003	1.73	0.89	3,288	85.6	5.6
2002	1.77	0.91	3,392	85.1	6
2001	1.74	0.91	3,410	86.2	5.3
2000	1.76	0.9	3,560	85.1	5.6
1999	1.76	0.91	3,201	85.1	5.8
I feel comfortable asking questions about my treatment and medication.					
2004	1.6	0.8	3,238	89.8	3.2
2003	1.59	0.79	3,244	90.7	3.1
2002	1.62	0.79	3,357	90.3	3.5
2001	1.59	0.78	3,373	91.2	3.2
2000	1.62	0.8	3,541	90.5	3.4
1999	1.6	0.78	3,164	91	3.1
I, not staff, decide my treatment goals.					
2004	2	1.02	3,159	74.1	8.6
2003	1.97	0.99	3,134	75.3	8.1
2002	2.01	0.99	3,214	75.1	8.5
2001	2.01	1.02	3,259	74.8	9.2
2000	2.02	0.99	3,378	73.4	8.4
1999	2.05	1.03	3,039	73.1	9.8

¹Scale ranges from 1: 'Strongly Agree' to 5: 'Strongly Disagree'. Lower mean scores correspond with greater satisfaction.

²Percentages in the Agree column include those who responded 'Agree' or 'Strongly Agree'. Percentages in the Disagree column include those who responded 'Disagree' or 'Strongly Disagree'. Percentages for consumers who responded 'I Am Neutral' are not shown, but can be calculated by subtracting the sum of the '% Agree' and '% Disagree' columns from 100%.

Table B-3: MH Consumer Satisfaction by Characteristics per Domain (1999-2004)

<i>Service Area</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH								
2004	90.30%	3341	86.70%	3346	86.80%	3314	68.70%	3266
2003	90.70%	3322	86.40%	3327	88.10%	3306	69.20%	3251
2002	90.20%	3433	88.40%	3405	86.40%	3412	70.50%	3370
2001	90.10%	3458	88.00%	3469	87.30%	3444	69.30%	3393
2000	89.40%	3615	86.80%	3622	86.40%	3596	67.80%	3536
1999	89.90%	3255	87.30%	3268	86.80%	3215	68.70%	3188

<i>Service Area and Gender</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: Female								
2004	91.70%	1890	87.20%	1895	88.30%	1873	67.00%	1836
2003	91.80%	2051	87.90%	2056	88.90%	2035	67.20%	2000
2002	91.30%	2116	89.40%	2096	87.00%	2100	70.90%	2069
2001	90.50%	2117	88.40%	2122	88.80%	2108	67.80%	2065
2000	90.70%	2156	87.80%	2162	87.80%	2141	66.80%	2102
1999	91.30%	1995	88.20%	2000	88.10%	1968	68.00%	1956
MH: Male								
2004	87.90%	1179	85.70%	1180	84.80%	1171	71.60%	1167
2003	88.90%	1248	83.80%	1248	86.80%	1247	72.50%	1229
2002	89.00%	1240	86.50%	1234	85.40%	1237	70.10%	1229
2001	89.20%	1265	86.90%	1270	84.80%	1257	71.90%	1250
2000	87.70%	1314	85.10%	1316	84.70%	1311	69.20%	1293
1999	87.80%	1119	85.60%	1127	84.40%	1105	69.20%	1093

<i>Service Area and Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: White								
2004	90.90%	2288	87.20%	2289	87.60%	2268	68.00%	2240
2003	91.90%	2260	87.20%	2268	88.80%	2248	67.60%	2221
2002	90.30%	2316	88.50%	2291	86.60%	2302	69.40%	2281
2001	90.50%	2293	88.00%	2299	88.00%	2282	67.70%	2253
2000	89.80%	2392	87.60%	2395	87.40%	2379	66.40%	2341
1999	90.70%	2194	87.60%	2194	87.40%	2166	66.90%	2139

Table B3 continued

<i>Service Area and Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: African-American								
2004	89.40%	764	86.20%	766	85.50%	760	70.30%	744
2003	89.20%	769	86.70%	765	87.90%	766	74.50%	746
2002	90.30%	750	89.90%	749	85.90%	745	71.90%	736
2001	89.60%	829	89.20%	833	86.20%	827	71.40%	810
2000	89.60%	814	85.90%	817	85.80%	811	71.70%	799
1999	88.50%	742	86.30%	751	86.10%	736	73.40%	736
MH: Other								
2004	88.30%	257	84.60%	260	83.60%	256	70.40%	253
2003	82.50%	166	74.90%	167	79.50%	166	67.50%	163
2002	88.30%	273	83.60%	274	83.90%	274	73.80%	267
2001	87.90%	256	83.30%	257	83.70%	257	75.40%	252
2000	88.90%	271	84.90%	271	82.80%	267	68.70%	262
1999	87.60%	201	87.60%	202	82.70%	197	73.90%	199

<i>Service Area and Time in Treatment</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: 0-11 Months								
2004	89.20%	980	85.10%	981	86.10%	961	61.80%	934
2003	90.00%	1036	85.30%	1038	86.40%	1024	62.90%	999
2002	88.20%	1049	85.90%	1036	83.90%	1039	62.80%	1019
2001	89.20%	1071	85.80%	1072	87.00%	1057	61.80%	1023
2000	88.10%	1198	85.40%	1202	85.90%	1185	62.20%	1156
1999	88.30%	1137	87.30%	1149	87.20%	1106	62.90%	1101
MH: 12+ Months								
2004	91.00%	2114	87.20%	2120	86.80%	2113	71.40%	2096
2003	90.80%	2240	87.00%	2243	89.00%	2236	72.00%	2207
2002	91.30%	2330	89.60%	2318	87.50%	2322	74.00%	2303
2001	90.50%	2336	89.00%	2344	87.40%	2334	72.80%	2318
2000	90.20%	2325	87.70%	2329	87.00%	2321	70.70%	2295
1999	90.90%	2037	87.20%	2039	86.50%	2031	72.00%	2013

Table B-3 continued

<i>Service Area and Referral Source</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: Self, Family, Hospital, or Doctor								
2004	91.00%	2348	87.50%	2349	87.30%	2332	69.10%	2298
2003	91.30%	2533	87.20%	2533	88.60%	2518	69.10%	2481
2002	91.10%	2597	89.30%	2576	87.10%	2586	70.40%	2553
2001	91.10%	2611	88.80%	2616	88.30%	2603	68.80%	2574
2000	89.70%	2702	87.50%	2704	86.80%	2683	68.00%	2651
1999	91.50%	2363	88.70%	2368	87.90%	2344	69.50%	2324
MH: Court, Police, DSS, or EAP								
2004	88.10%	371	84.40%	371	85.80%	367	66.80%	365
2003	86.90%	389	83.90%	391	85.70%	384	74.20%	384
2002	88.00%	440	85.60%	437	85.40%	432	75.30%	430
2001	85.50%	414	83.50%	418	84.40%	409	71.70%	406
2000	85.60%	437	82.70%	439	83.90%	435	69.90%	425
1999	84.90%	457	83.10%	462	84.80%	447	68.30%	445

<i>Service Area and Age Group (Through 2003)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: 18-22								
2003	84.90%	172	80.00%	175	85.50%	172	64.70%	170
2002	87.40%	175	85.70%	175	83.20%	173	69.60%	171
2001	87.30%	166	85.50%	165	85.90%	163	67.70%	161
2000	84.20%	202	85.10%	202	87.00%	200	71.00%	200
1999	84.60%	149	78.40%	148	80.00%	145	71.40%	147
MH: 23-59								
2003	90.80%	2762	86.60%	2765	88.00%	2752	68.40%	2710
2002	90.50%	2830	88.30%	2809	86.40%	2817	69.00%	2787
2001	89.80%	2881	87.70%	2892	86.90%	2879	68.20%	2837
2000	89.50%	3012	86.70%	3021	86.10%	2997	66.70%	2946
1999	90.00%	2771	87.50%	2782	86.40%	2737	67.60%	2711
MH: 60+								
2003	93.90%	326	89.60%	326	90.30%	321	79.90%	314
2002	92.00%	349	90.70%	344	89.00%	345	84.00%	337
2001	93.70%	349	92.50%	348	92.70%	341	82.60%	333
2000	93.00%	287	91.50%	284	88.80%	285	78.60%	280
1999	93.50%	245	91.10%	247	93.90%	245	81.40%	242

Table B-3 continued

<i>Service Area and Age Group (2004)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: 18-20								
2004	93.8%	113	85.0%	113	87.5%	112	67.6%	105
MH: 21-64								
2004	90.3%	2985	86.7%	2990	86.5%	2962	67.8%	2928
MH: 65+								
2004	92.3%	168	90.6%	170	90.5%	169	85.4%	164

<i>Service Area and Hispanic Origin</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: Hispanic								
2004	92.4%	131	86.7%	135	85.3%	129	71.0%	131
2003	94.0%	100	92.9%	98	93.9%	99	81.3%	96
MH: Non-Hispanic								
2004	90.3%	3066	86.7%	3069	86.9%	3043	68.4%	2997
2003	90.9%	718	82.5%	722	89.3%	719	69.7%	709

<i>Arrests in Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
0								
2004	90.2	2501	86.5	2504	86.6	2485	67.5	2453
1								
2004	84.9	159	84.3	159	82.6	155	66.7	156
2-100								
2004	88.9	36	68.6	35	67.6	34	62.9	35

<i>Arrests in Same Six Months Last Year</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
0								
2004	90.1	2515	86.5	2518	86.7	2498	67.5	2466
1								
2004	88.0	125	83.9	124	83.5	121	69.4	124
2-100								
2004	84.2	38	73.7	38	73.7	38	60.5	38

<i>Homeless in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	90.5%	3182	87.1%	3186	87.1%	3155	69.3%	3109
Yes								
2004	87.4%	159	80.0%	160	80.5%	159	56.7%	157

Table B-3 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Arrested/In Jail in the Last Six Months</i>								
No								
2004	90.6%	3167	87.0%	3172	87.1%	3143	68.9%	3093
Yes								
2004	85.6%	174	81.0%	174	80.7%	171	65.3%	173

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>In a Psychiatric Hospital/Unit in the Last Six Months</i>								
No								
2004	91.5%	2897	87.5%	2903	87.6%	2872	70.2%	2831
Yes								
2004	82.9%	444	81.9%	443	81.0%	442	59.3%	435

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Working at a Paid Job in the Last Six Months</i>								
No								
2004	89.8%	2402	87.2%	2406	86.3%	2384	65.7%	2346
Yes								
2004	91.7%	939	85.6%	940	88.0%	930	76.4%	920

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>In Training for a Job in the Last Six Months</i>								
No								
2004	90.5%	3170	86.6%	3175	86.7%	3147	68.4%	3102
Yes								
2004	87.1%	171	88.9%	171	88.0%	167	75.0%	164

Table B-4: Outcomes - Change in Arrest History

Number of Arrests	All Consumers		MH	
	N	%	N	%
From 2003 to 2004:				
Of those persons arrested in the same six-month period in 2003, the number not arrested in the most recent six months	732	65.3%	100	61.3%
Of those persons not arrested in the same six-month period in 2003, the number arrested in the most recent six months	678	14.1%	132	5.2%

APPENDIX C
SUBSTANCE USE DISORDER CONSUMER DATA

Table C-1: SUD Consumer Demographics

<i>Age Group</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
18-22	275	13.5	245	12.5	307	14.8	292	15.2	319	16.8	0	0
23-59	1711	84.1	1680	85.8	1735	83.5	1593	83.1	1541	81.2	0	0
60-64	31	1.5	20	1	23	1.1	17	0.9	25	1.3	0	0
65-74	13	0.6	11	0.6	11	0.5	12	0.6	8	0.4	15	0.7
75+	4	0.2	2	0.1	3	0.1	3	0.2	4	0.2	4	0.2
18-20	0	0	0	0	0	0	0	0	0	0	142	6.8
21-64	0	0	0	0	0	0	0	0	0	0	1917	92.3
65-74	0	0	0	0	0	0	0	0	0	0	0	0
75+	0	0	0	0	0	0	0	0	0	0	0	0
Unknown	0	0	0	0	0	0	0	0	1	0.1	0	0
TOTAL	2034	100	1958	100	2079	100	1917	100	1898	100	2078	100

<i>Gender</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Female	489	25.3	440	24	519	25.1	407	21.3	456	23.9	504	25.7
Male	1440	74.7	1396	76	1549	74.9	1502	78.7	1452	76.1	1457	74.3
TOTAL	1929	100	1836	100	2068	100	1909	100	1908	100	1961	100

<i>Race</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Alaskan Native	1	0	2	0.1	1	0	4	0.2	0	0	0	0
Asian or Pacific Islander	18	0.9	19	1	20	1	34	1.8	0	0	0	0
White, Non-Hispanic	1020	50.8	962	50.4	968	47	913	48.1	0	0	0	0
Black/African American, Non-Hispanic	715	35.6	644	33.7	754	36.6	546	28.7	0	0	0	0
American Indian	33	1.6	24	1.3	25	1.2	20	1.1	0	0	0	0
Hispanic	186	9.3	223	11.7	241	11.7	335	17.6	0	0	0	0
Other	36	1.8	36	1.9	52	2.5	48	2.5	52	3.1	250	12.1
American Indian/Alaska Native	0	0	0	0	0	0	0	0	28	1.7	27	1.3
Asian	0	0	0	0	0	0	0	0	19	1.1	21	1
Black	0	0	0	0	0	0	0	0	615	36.5	675	32.6
Native Hawaiian/Pacific Islander	0	0	0	0	0	0	0	0	9	0.5	7	0.3
White	0	0	0	0	0	0	0	0	961	57.1	1090	52.7
TOTAL	2009	100	1910	100	2061	100	1900	100	1684	100	2070	100

Table C-1 continued

<i>Referral Source</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Physician or Hospital	47	2.3	57	2.9	69	3.4	50	2.8	30	1.7	38	2.0
Family or Friends	156	7.8	103	5.3	169	8.2	103	5.7	137	7.8	155	8.0
Employer/Employee												
Assistance Program	25	1.2	25	1.3	34	1.7	41	2.3	39	2.2	28	1.5
Court or Law												
Enforcement	1335	66.4	1305	67.5	1287	62.8	1356	75	1245	70.7	1200	62.3
Department of Social												
Services	53	2.6	55	2.8	51	2.5	40	2.2	59	3.3	58	3.0
Self-Referred	295	14.7	261	13.5	318	15.5	211	11.7	250	14.2	280	14.5
Other	101	5	128	6.6	122	6	8	0.4	2	0.1	168	8.7
TOTAL	2012	100	1934	100	2050	100	1809	100	1762	100	1927	100

<i>Length of Time Receiving Services</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Less Than One Month	316	15.7	292	15.1	306	14.7	284	14.8	254	13.3	276	14.5
1-2 Months	530	26.3	524	27.1	503	24.1	492	25.6	476	25	445	23.4
3-5 Months	536	26.6	571	29.5	592	28.4	577	30	595	31.2	529	27.8
6-11 Months	306	15.2	266	13.7	305	14.6	293	15.2	300	15.8	297	15.6
12 Months to 2 Years	151	7.5	139	7.2	183	8.8	139	7.2	156	8.2	193	10.1
More Than 2 Years to												
5 Years	95	4.7	75	3.9	120	5.7	80	4.2	76	4	110	5.8
More Than 5 Years	84	4.2	68	3.5	79	3.8	60	3.1	46	2.4	54	2.8
Unknown	0	0	0	0	0	0	0	0	1	0.1	0	0
TOTAL	2018	100	1935	100	2088	100	1925	100	1904	100	1904	100

<i>Hispanic Origin</i>	2003		2004	
	Count	%	Count	%
Hispanic	270	48	290	14.2
Non-Hispanic	293	52	1747	85.8
TOTAL	563	100	2037	100

Table C-1 continued

<i>Arrests in Last Six Months</i>	2004	
	Count	%
0	1366	70.6%
1	466	24.1%
2	68	3.5%
3	20	1.0%
4	7	0.4%
5	2	0.1%
6	2	0.1%
7	1	0.1%
8	1	0.1%
10	2	0.1%
20	1	0.1%
TOTAL	1936	100.0%

<i>Arrests in Same Six Months Prior Year</i>	2004	
	Count	%
0	1270	65.6%
1	532	27.5%
2	89	4.6%
3	22	1.1%
4	8	0.4%
5	6	0.3%
6	4	0.2%
7	3	0.2%
10	1	0.1%
16	1	0.1%
TOTAL	1936	100.0%

<i>Homeless in Last Six Months</i>	2004	
	Count	%
No	1970	93.7
Yes	133	6.3
TOTAL	2103	100

<i>Arrested/In Jail in Last Six Months</i>	2004	
	Count	%
No	1528	72.7
Yes	575	27.3
TOTAL	2103	100

Table C-1 continued

<i>In Psychiatric Hospital/Unit in Last Six Months</i>	2004	
	Count	%
No	2023	96.2
Yes	80	3.8
TOTAL	2103	100

<i>Working at a Paid Job in Last Six Months</i>	2004	
	Count	%
No	658	31.3
Yes	1445	68.7
TOTAL	2103	100

<i>In Training for a Job in Last Six Months</i>	2004	
	Count	%
No	1928	91.7
Yes	175	8.3
TOTAL	2103	100

Table C-2: SUD Consumer Satisfaction Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2004	1.77	0.83	2,077	84.3	2.9
2003	1.82	0.87	1,882	82	3.6
2002	1.81	0.88	1,904	82.4	3.9
2001	1.84	0.89	2,067	82.3	4.5
2000	1.87	0.89	1,946	79.7	4.1
1999	1.91	0.92	2,035	78.2	4.7
If I had other choices, I would still get services from this agency.					
2004	1.99	0.97	2,054	78.5	7.5
2003	2.08	1.03	1,868	73.3	9
2002	2.07	1.02	1,875	73.9	9.4
2001	2.13	1.05	2,050	71.1	10.4
2000	2.17	1.05	1,926	70.5	10.8
1999	2.25	1.1	2,008	67.8	13.2
I would recommend this agency to a friend or family member.					
2004	1.84	0.91	2,052	83.1	5.4
2003	1.88	0.94	1,866	81.6	6.1
2002	1.85	0.93	1,874	82.4	6
2001	1.87	0.95	2,039	81.1	6.1
2000	1.95	0.98	1,910	78.6	7
1999	1.95	0.99	2,002	78.4	7.6
Access to Services					
The location of services is convenient (parking, public transportation, distance, etc.).					
2004	1.92	1.02	2,055	79.3	8.9
2003	1.92	1.01	1,882	80.2	8.9
2002	1.51	0.67	139	91.4	0.7
2001	1.96	1.04	2,066	79.1	9.2
2000	1.96	1.02	1,929	79.9	9.3
1999	1.98	1.02	2,014	78.2	9.8
Staff are willing to see me as often as I feel it is necessary.					
2004	1.78	0.85	2,012	84.9	3.7
2003	1.8	0.84	1,850	84.4	3.9
2002	1.83	0.86	1,841	83.4	4.5
2001	1.82	0.86	2,007	82.8	4.3
2000	1.85	0.81	1,893	83.7	3.3
1999	1.88	0.84	1,956	82.4	4.1

Table C-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Staff returns my calls within 24 hours.					
2004	2	0.97	1,854	74.1	7.3
2003	2.03	0.97	1,693	73.5	7.6
2002	2.02	0.97	1,663	75	7.9
2001	2.06	0.97	1,798	71.9	7.6
2000	2.07	0.94	1,663	72.3	7
1999	2.12	0.97	1,698	68.9	7.7
Services are available at times that are good for me.					
2004	2	1.03	2,048	77.5	10.1
2003	2.02	1.04	1,871	76.3	10
2002	2.05	1.04	1,869	75.8	10
2001	2.08	1.08	2,061	75	12.3
2000	2.12	1.06	1,915	74.5	11.9
1999	2.16	1.1	2,001	72.9	13.8
Appropriateness of Services					
Staff here believe that I can grow, change, and recover.					
2004	1.64	0.8	2,040	88.5	3
2003	1.65	0.78	1,868	88.9	2.6
2002	1.66	0.78	1,870	88.2	2.6
2001	1.7	0.81	2,038	87.3	3
2000	1.71	0.78	1,918	87.2	2.4
1999	1.72	0.84	1,994	86.2	3.1
I feel free to complain.					
2004	1.88	0.93	2,012	82.1	6.2
2003	1.86	0.88	1,852	82.2	5.1
2002	1.9	0.94	1,847	81.4	6.4
2001	1.95	0.98	2,023	80	7.8
2000	1.92	0.94	1,892	80.8	6.7
1999	2.03	1	1,988	77.1	9
Staff tell me what medication side effects to watch for.					
2004	2.05	0.96	1,522	71.4	6.8
2003	2.06	0.94	1,392	70.6	6.2
2002	2.05	0.91	1,365	73.4	6.2
2001	2.11	0.97	1,578	71.6	8
2000	2.14	0.94	1,408	68.4	7
1999	2.2	1.01	1,418	67	9.7

Table C-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2004	1.74	0.87	2,019	85.6	4.5
2003	1.71	0.81	1,825	86.1	2.7
2002	1.72	0.81	1,814	87	3.4
2001	1.77	0.85	2,007	85.2	3.8
2000	1.8	0.86	1,871	84.8	4.2
1999	1.81	0.86	1,956	84.2	4.1
Staff are sensitive to my cultural background (race, religion).					
2004	1.94	0.9	1,900	76.8	4.5
2003	1.91	0.86	1,759	78.9	4
2002	1.98	0.91	1,735	76.8	5.6
2001	2	0.94	1,884	74.8	6.3
2000	2.06	0.96	1,761	72.7	6.9
1999	2.13	1	1,849	69.9	8.4
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2004	1.8	0.83	1,949	84.7	3.2
2003	1.8	0.84	1,782	84.1	3.6
2002	1.79	0.82	1,806	85.2	3.2
2001	1.84	0.84	1,970	82.8	3.9
2000	1.88	0.86	1,841	81.9	4
1999	1.9	0.87	1,909	81.6	4.3
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2004	1.87	0.85	2,038	82.2	4.4
2003	1.87	0.86	1,840	81.9	4.4
2002	1.87	0.84	1,864	82	3.9
2001	1.9	0.88	2,040	80.5	5
2000	1.93	0.87	1,892	79.3	4.9
1999	1.96	0.91	1,972	78.9	5.6
As a direct result of the services I receive, I am better able to control my life.					
2004	1.84	0.86	2,049	82.6	4.1
2003	1.82	0.85	1,845	83.7	3.8
2002	1.82	0.83	1,879	83.6	3.6
2001	1.83	0.83	2,046	82.6	3.7
2000	1.87	0.83	1,893	81.6	3.8
1999	1.96	0.92	1,995	78.9	5.9

Table C-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
As a direct result of the services I receive, I am better able to deal with crisis.					
2004	1.89	0.85	2,024	80.2	3.9
2003	1.89	0.84	1,829	81.5	4.2
2002	1.88	0.85	1,861	80.8	4.1
2001	1.9	0.85	2,021	80	4.1
2000	1.96	0.84	1,880	78.5	4.5
1999	2.03	0.93	1,967	75.5	6.5
As a direct result of the services I receive, I am getting along better with my family.					
2004	1.87	0.93	2,005	78.3	5.4
2003	1.85	0.88	1,803	80.3	4.2
2002	1.82	0.9	1,831	79.4	3.9
2001	1.85	0.9	1,989	78.9	4.3
2000	1.93	0.91	1,862	75.7	4.8
1999	1.96	0.97	1,922	75.6	6.2
As a direct result of the services I receive, I do better in social settings.					
2004	2	0.94	2,002	74.4	6.1
2003	1.97	0.9	1,828	76.8	5
2002	1.94	0.88	1,835	77.2	4.5
2001	1.98	0.89	2,013	74.7	4.7
2000	2.04	0.89	1,873	73.1	5.1
1999	2.09	0.95	1,957	71.4	6.6
As a direct result of the services I receive, I do better at work and/or school.					
2004	1.91	0.91	1,899	77.6	4.9
2003	1.92	0.9	1,744	77.6	4.6
2002	1.89	0.91	1,754	78.8	4.6
2001	1.88	0.86	1,904	78.6	3.6
2000	1.96	0.9	1,775	76.2	4.9
1999	2	0.96	1,842	74.5	6.2
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2004	1.99	0.95	1,953	75.7	6.5
2003	1.94	0.93	1,758	78.8	6.1
2002	1.92	0.88	1,784	78.6	4.5
2001	1.93	0.9	1,949	78.4	5.4
2000	2.01	0.93	1,811	75	6.1
1999	2.02	0.97	1,877	75.2	7.3

Table C-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Other					
I am able to get all services I think I need.					
2004	1.88	0.87	2,046	83.2	5.1
2003	1.88	0.88	1,878	82.6	4.7
2002	1.91	0.88	1,873	82.8	5.8
2001	1.91	0.88	2,049	81.7	5.5
2000	1.97	0.88	1,905	80	5.6
1999	2.02	0.93	2,004	76.9	6.7
I feel comfortable asking questions about my treatment and medication.					
2004	1.74	0.81	1,971	87.4	3.4
2003	1.77	0.81	1,799	85.8	3.5
2002	1.78	0.8	1,815	85.6	3.1
2001	1.78	0.84	1,987	85.5	3.9
2000	1.86	0.83	1,847	84.3	3.8
1999	1.88	0.91	1,939	81.8	5.4
I, not staff, decide my treatment goals.					
2004	2.14	1.07	1,969	70.3	10.6
2003	2.07	1.01	1,801	73.1	9.6
2002	2.13	1.09	1,809	70.6	12.3
2001	2.21	1.12	1,982	69.5	14.3
2000	2.24	1.1	1,846	67.8	13.6
1999	2.32	1.14	1,903	63.5	15.5

¹Scale ranges from 1: 'Strongly Agree' to 5: 'Strongly Disagree'. Lower mean scores correspond with greater satisfaction.

²Percentages in the Agree column include those who responded 'Agree' or 'Strongly Agree'. Percentages in the Disagree column include those who responded 'Disagree' or 'Strongly Disagree'. Percentages for consumers who responded 'I Am Neutral' are not shown, but can be calculated by subtracting the sum of the '% Agree' and '% Disagree' columns from 100%.

Table C-3: SUD Consumer Satisfaction by Characteristics per Domain (1999-2004)

<i>Service Area</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD								
2004	82.80%	2087	77.50%	2088	85.50%	2066	81.00%	2046
2003	79.70%	1903	76.40%	1912	85.30%	1888	81.80%	1855
2002	79.80%	1912	78.40%	1854	85.10%	1903	82.40%	1870
2001	78.80%	2084	74.70%	2096	82.30%	2075	81.30%	2048
2000	76.70%	1952	75.70%	1958	82.30%	1934	78.70%	1904
1999	75.00%	2049	71.90%	2048	80.50%	2035	77.20%	1988

<i>Service Area and Gender</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: Female								
2004	85.50%	503	78.70%	502	85.70%	496	80.60%	495
2003	83.80%	451	79.90%	452	86.00%	449	83.30%	438
2002	83.80%	400	81.10%	381	84.60%	397	86.70%	392
2001	79.50%	512	74.30%	514	81.00%	511	80.60%	499
2000	81.60%	434	77.90%	435	87.30%	424	83.50%	425
1999	77.70%	485	70.90%	484	80.40%	479	80.70%	467
SUD: Male								
2004	81.90%	1444	77.50%	1447	85.60%	1433	81.50%	1414
2003	78.30%	1434	75.40%	1441	85.20%	1423	81.30%	1401
2002	78.80%	1480	77.70%	1443	85.40%	1474	81.50%	1446
2001	78.70%	1523	74.90%	1532	82.90%	1514	81.50%	1504
2000	75.10%	1378	75.10%	1383	81.00%	1369	77.60%	1342
1999	74.00%	1418	72.70%	1419	81.10%	1411	77.10%	1382

<i>Service Area and Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: White								
2004	79.30%	1085	75.30%	1085	85.20%	1071	78.40%	1064
2003	75.90%	955	74.40%	956	84.50%	940	78.80%	926
2002	74.70%	899	78.30%	866	83.70%	892	77.00%	878
2001	76.80%	957	73.30%	958	82.70%	946	76.50%	936
2000	71.80%	952	74.00%	953	79.90%	940	71.80%	918
1999	71.40%	1007	68.60%	1007	80.30%	1000	73.30%	965
SUD: African-American								
2004	86.60%	670	80.10%	669	84.80%	664	81.40%	656
2003	83.70%	608	78.10%	608	84.40%	604	83.50%	593
2002	84.40%	539	79.70%	523	85.50%	539	85.80%	528
2001	80.90%	742	74.00%	747	81.20%	738	85.10%	727
2000	79.70%	635	76.30%	634	83.80%	630	85.40%	624
1999	77.10%	703	73.40%	703	80.60%	701	81.30%	690

Table C-3 continued

<i>Service Area and Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: Other								
2004	87.10%	302	81.10%	302	88.70%	300	90.30%	298
2003	66.40%	107	69.40%	108	84.80%	105	72.70%	99
2002	85.50%	433	77.20%	429	87.70%	432	90.10%	425
2001	83.00%	330	80.30%	335	84.70%	334	88.50%	331
2000	87.60%	298	78.90%	303	87.90%	298	87.20%	298
1999	84.20%	272	80.80%	271	82.90%	269	82.60%	264

<i>Service Area and Time in Treatment</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: 0-11 Months								
2004	82.20%	1534	77.90%	1534	86.30%	1517	79.70%	1500
2003	78.20%	1605	76.30%	1612	85.20%	1592	80.80%	1560
2002	78.80%	1620	77.90%	1568	85.70%	1613	81.40%	1579
2001	79.00%	1676	74.50%	1685	84.20%	1669	80.20%	1647
2000	75.80%	1630	75.60%	1636	82.90%	1612	77.40%	1583
1999	75.90%	1663	73.20%	1660	82.10%	1650	76.60%	1608
SUD: 12+ Months								
2004	85.10%	356	78.20%	357	82.80%	355	85.90%	354
2003	88.40%	276	76.50%	277	85.90%	276	87.60%	274
2002	85.50%	276	80.80%	271	81.80%	274	88.40%	275
2001	77.70%	382	75.30%	381	73.90%	380	86.20%	376
2000	81.10%	281	76.00%	279	80.40%	280	86.40%	279
1999	70.30%	327	64.40%	329	72.30%	328	80.90%	324

<i>Service Area and Referral Source</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: Self, Family, Hospital, or Doctor								
2004	91.90%	470	83.20%	470	89.60%	469	85.00%	467
2003	91.30%	415	80.80%	416	87.70%	415	88.00%	409
2002	86.70%	361	78.90%	356	82.70%	359	84.60%	356
2001	81.20%	552	75.30%	555	76.50%	553	83.50%	544
2000	83.50%	418	77.90%	416	79.60%	417	85.20%	411
1999	77.10%	494	69.80%	493	76.40%	491	80.00%	485

Table C-3 continued

<i>Service Area and Referral Source</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: Court, Police, DSS, or EAP								
2004	79.90%	1276	76.40%	1275	84.40%	1264	79.30%	1251
2003	76.50%	1322	75.40%	1331	85.20%	1311	80.40%	1288
2002	78.10%	1420	78.30%	1369	86.00%	1410	82.20%	1384
2001	77.90%	1352	74.40%	1354	84.80%	1342	81.10%	1324
2000	75.20%	1365	74.50%	1371	83.10%	1348	76.60%	1330
1999	74.50%	1390	73.10%	1392	82.70%	1383	76.90%	1344

<i>Service Area and Age Group (Through 2003)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: 18-22								
2003	65.50%	313	68.40%	316	81.90%	310	71.60%	299
2002	62.40%	287	68.80%	276	79.20%	284	64.30%	277
2001	69.50%	302	66.00%	306	80.90%	299	75.00%	292
2000	60.40%	240	61.80%	241	76.90%	234	60.90%	230
1999	60.70%	267	63.10%	271	75.10%	265	65.50%	255
SUD: 23-59								
2003	82.20%	1524	77.80%	1529	85.80%	1514	83.60%	1492
2002	82.90%	1573	79.80%	1524	86.10%	1567	85.40%	1544
2001	80.80%	1711	76.50%	1717	82.80%	1705	82.40%	1685
2000	78.90%	1661	77.20%	1665	82.80%	1648	81.00%	1623
1999	77.20%	1691	73.10%	1686	81.30%	1683	79.70%	1649
SUD: 60+								
2003	89.20%	37	83.80%	37	94.40%	36	91.70%	36
2002	83.30%	30	90.30%	31	93.30%	30	90.00%	30
2001	80.00%	35	66.70%	36	79.40%	34	91.40%	35
2000	87.50%	32	90.60%	32	87.50%	32	87.50%	32
1999	85.10%	47	87.50%	48	87.20%	47	77.30%	44

<i>Service Area and Age Group (2004)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: 18-20								
2004	59.60%	141	64.50%	141	79.90%	139	67.90%	137
SUD: 21-64								
2004	84.60%	1903	78.40%	1905	85.90%	1884	81.90%	1869
SUD: 65+								
2004	88.90%	18	84.20%	19	84.20%	19	82.40%	17

Table C-3 continued

<i>Service Area and Hispanic Origin</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: Hispanic								
2004	90.6%	287	84.7%	287	89.9%	286	93.3%	283
2003	89.7%	261	84.6%	267	92.9%	266	95.1%	264
SUD: Non-Hispanic								
2004	81.5%	1735	76.7%	1737	85.0%	1716	78.8%	1699
2003	75.6%	291	69.3%	290	86.2%	290	81.9%	281

<i>Arrests in Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
0								
2004	85.5	1311	79.7	1314	86.0	1305	80.9	1291
1								
2004	76.3	464	74.0	462	86.5	451	80.5	447
2-100								
2004	73.1	104	68.3	104	80.4	102	73.5	102

<i>Arrests in Same Six Months Last Year</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
0								
2004	82.4	1216	77.2	1217	85.9	1198	80.6	1188
1								
2004	81.8	528	79.0	528	85.9	526	80.7	517
2-100								
2004	84.3	134	76.1	134	84.2	133	79.1	134

<i>Homeless in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	82.5%	1954	77.6%	1956	85.6%	1934	80.9%	1915
Yes								
2004	85.7%	133	76.5%	132	84.1%	132	81.7%	131

<i>Arrested/In Jail in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	84.9%	1515	79.1%	1518	85.9%	1506	81.9%	1490
Yes								
2004	77.1%	572	73.5%	570	84.6%	560	78.4%	556

Table C-3 continued

<i>In a Psychiatric Hospital/Unit in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	82.8%	2007	77.4%	2010	85.5%	1988	81.2%	1969
Yes								
2004	82.5%	80	80.8%	78	87.2%	78	76.6%	77

<i>Working at a Paid Job in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	86.5%	654	81.1%	651	85.3%	646	79.2%	638
Yes								
2004	81.0%	1433	75.9%	1437	85.6%	1420	81.8%	1408

<i>In Training for a Job in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2004	83.1%	1912	77.4%	1914	85.7%	1891	81.2%	1873
Yes								
2004	78.9%	175	79.3%	174	84.0%	175	79.2%	173

Table C-4: Outcomes - Change in Arrest History

Number of Arrests	All Consumers		SUD	
	N	%	N	%
From 2003 to 2004:				
Of those persons arrested in the same six-month period in 2003, the number not arrested in the most recent six months	732	65.3%	451	67.7%
Of those persons not arrested in the same six-month period in 2003, the number arrested in the most recent six months	678	14.1%	355	28.0%

APPENDIX D

**MENTAL HEALTH/SUBSTANCE USE DISORDER
CONSUMER DATA**

Table D-1: MH/SUD Consumer Demographics

<i>Age Group</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
18-22	64	6	63	6.6	81	8	56	5.7	63	6.3	0	0
23-59	991	92.3	868	91.1	906	89	882	90.3	901	90.4	0	0
60-64	6	0.6	18	1.9	23	2.3	26	2.7	20	2	0	0
65-74	12	1.1	4	0.4	7	0.7	12	1.2	11	1.1	17	1.3
75+	1	0.1	0	0	1	0.1	1	0.1	2	0.2	5	0.4
18-20	0	0	0	0	0	0	0	0	0	0	39	3.1
21-64	0	0	0	0	0	0	0	0	0	0	1204	95.2
TOTAL	1074	100	953	100	1018	100	977	100	997	100	1265	100

<i>Gender</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Female	488	46.7	411	45.1	506	50.3	451	46.8	489	48.9	594	50.9
Male	557	53.3	500	54.9	499	49.7	513	53.2	510	51.1	573	49.1
TOTAL	1045	100	911	100	1005	100	964	100	999	100	1167	100

<i>Race</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Alaskan Native	2	0.2	0	0	0	0	3	0.3	0	0	0	0
Asian or Pacific												
Islander	6	0.6	5	0.5	13	1.3	7	0.7	0	0	0	0
White, Non-Hispanic	625	59.4	584	62.5	597	59.5	613	63.5	0	0	0	0
Black/African												
American, Non-												
Hispanic	326	31	249	26.7	311	31	254	26.3	0	0	0	0
American Indian	25	2.4	15	1.6	16	1.6	20	2.1	0	0	0	0
Hispanic	45	4.3	51	5.5	31	3.1	42	4.3	0	0	0	0
Other	23	2.2	30	3.2	35	3.5	27	2.8	30	3.1	75	6
American												
Indian/Alaska Native	0	0	0	0	0	0	0	0	22	2.3	32	2.5
Asian	0	0	0	0	0	0	0	0	6	0.6	7	0.6
Black	0	0	0	0	0	0	0	0	281	29.3	351	27.9
Native												
Hawaiian/Pacific												
Islander	0	0	0	0	0	0	0	0	2	0.2	2	0.2
White	0	0	0	0	0	0	0	0	618	64.4	790	62.8
TOTAL	1052	100	934	100	1003	100	966	100	959	100	1257	100

Table D-1 continued

<i>Referral Source</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Physician or Hospital	208	20.1	204	22.4	218	22.9	241	27.7	226	25.8	273	22.9
Family or Friends	110	10.6	95	10.5	102	10.7	103	11.8	100	11.4	120	10.1
Employer/Employee Assistance Program	16	1.5	9	1	11	1.2	14	1.6	9	1	13	1.1
Court or Law Enforcement	267	25.8	216	23.8	229	24	228	26.2	219	25	220	18.5
Department of Social Services	43	4.2	45	5	62	6.5	63	7.2	58	6.6	66	5.5
Self-Referred	293	28.3	257	28.3	256	26.8	222	25.5	263	30.1	282	23.7
Other	97	9.4	83	9.1	76	8	0	0	0	0	218	18.3
TOTAL	1034	100	909	100	954	100	871	100	875	100	1192	100

<i>Length of Time Receiving Services</i>	1999		2000		2001		2002		2003		2004	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Less Than One Month	106	10	65	6.9	78	7.7	61	6.3	73	7.4	94	7.9
1-2 Months	129	12.1	114	12	107	10.5	107	11	129	13.1	126	10.6
3-5 Months	180	16.9	172	18.1	175	17.2	147	15.1	147	14.9	176	14.8
6-11 Months	155	14.6	134	14.1	164	16.1	140	14.4	135	13.7	157	13.2
12 Months to 2 Years	177	16.6	164	17.3	170	16.7	159	16.3	189	19.2	224	18.9
More Than 2 Years to 5 Years	129	12.1	125	13.2	133	13.1	162	16.6	138	14	180	15.2
More Than 5 Years	188	17.7	174	18.4	189	18.6	197	20.2	171	17.4	229	19.3
Unknown	0	0	0	0	0	0	0	0	2	0.2	0	0
TOTAL	1064	100	948	100	1016	100	973	100	984	100	1186	100

<i>Hispanic Origin</i>	2003		2004	
	Count	%	Count	%
Hispanic	36	14.7	69	5.6
Non-Hispanic	209	85.3	1158	94.4
TOTAL	245	100	1227	100

Table D-1 continued

<i>Arrests in Last Six Months</i>	2004	
	Count	%
0	879	75.9%
1	212	18.3%
2	42	3.6%
3	15	1.3%
4	2	0.2%
5	2	0.2%
6	1	0.1%
8	1	0.1%
9	1	0.1%
10	1	0.1%
12	1	0.1%
20	1	0.1%
TOTAL	1158	100.0%

<i>Arrests in Same Six Months Prior Year</i>	2004	
	Count	%
0	889	76.8%
1	195	16.8%
2	49	4.2%
3	13	1.1%
4	2	0.2%
5	3	0.3%
6	1	0.1%
7	1	0.1%
9	1	0.1%
12	1	0.1%
15	2	0.2%
21	1	0.1%
TOTAL	1158	100.0%

<i>Homeless in Last Six Months</i>	2004	
	Count	%
No	1102	86.4
Yes	173	13.6
TOTAL	1275	100

Table D-1 continued

<i>Arrested/In Jail in Last Six Months</i>	2004	
	Count	%
No	986	77.3
Yes	289	22.7
TOTAL	1275	100

<i>In Psychiatric Hospital/Unit in Last Six Months</i>	2004	
	Count	%
No	1032	80.9
Yes	243	19.1
TOTAL	1275	100

<i>Working at a Paid Job in Last Six Months</i>	2004	
	Count	%
No	756	59.3
Yes	519	40.7
TOTAL	1275	100

<i>In Training for a Job in Last Six Months</i>	2004	
	Count	%
No	1166	91.5
Yes	109	8.5
TOTAL	1275	100

Table D-2: MH/SUD Consumer Satisfaction Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2004	1.57	0.75	1,256	90.5	2.4
2003	1.55	0.74	991	90.6	1.7
2002	1.64	0.81	983	88.5	3.4
2001	1.65	0.8	1,019	87.4	2.8
2000	1.64	0.8	951	87.6	2.4
1999	1.65	0.84	1,081	87.1	3.1
If I had other choices, I would still get services from this agency.					
2004	1.76	0.91	1,246	85.2	5.9
2003	1.77	0.92	989	83.8	4.9
2002	1.8	0.91	967	83.7	5.5
2001	1.85	0.97	1,014	80.4	6.8
2000	1.79	0.93	939	83.3	5.5
1999	1.85	0.98	1,082	80.5	6.5
I would recommend this agency to a friend or family member.					
2004	1.6	0.82	1,236	89.1	3.7
2003	1.57	0.8	984	91.4	2.6
2002	1.64	0.83	962	87.9	3.6
2001	1.63	0.82	1,015	89.3	3.3
2000	1.63	0.8	946	88.6	2.6
1999	1.67	0.9	1,067	87.3	4.6
Access to Services					
The location of services is convenient (parking, public transportation, distance, etc.).					
2004	1.8	1.03	1,246	82.8	7.9
2003	1.79	0.98	987	84.1	7.3
2002	1.67	0.89	12	91.7	8.3
2001	1.77	0.95	1,009	84.9	6.9
2000	1.78	0.91	952	84.1	6.4
1999	1.87	1.02	1,069	81.9	8.5
Staff are willing to see me as often as I feel it is necessary.					
2004	1.7	0.89	1,235	86.1	4.7
2003	1.71	0.89	976	87	5.1
2002	1.72	0.88	967	87	5.8
2001	1.72	0.85	1,000	86.6	4.4
2000	1.74	0.89	943	86.1	5.5
1999	1.78	0.94	1,069	84.8	6.5

Table D-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Staff returns my calls within 24 hours.					
2004	1.85	0.97	1,176	79.4	6.9
2003	1.83	0.94	922	82.1	6.4
2002	1.84	0.96	913	81.1	7.1
2001	1.87	0.95	932	79.5	6.9
2000	1.87	0.95	894	80.5	7.3
1999	1.9	1.01	959	78.9	8.1
Services are available at times that are good for me.					
2004	1.76	0.91	1,242	84.4	5.6
2003	1.76	0.9	986	86.2	6
2002	1.81	0.95	972	82.5	6.6
2001	1.82	0.96	1,004	84.3	7.2
2000	1.8	0.93	948	84	6.1
1999	1.8	0.96	1,067	83.6	6.8
Appropriateness of Services					
Staff here believe that I can grow, change, and recover.					
2004	1.6	0.81	1,241	88.2	2.8
2003	1.58	0.81	976	89.7	3.2
2002	1.63	0.78	957	88.4	2.8
2001	1.64	0.85	1,010	87.4	3.9
2000	1.64	0.83	937	87.1	2.9
1999	1.62	0.82	1,069	87.8	2.8
I feel free to complain.					
2004	1.87	0.97	1,222	80	7.3
2003	1.78	0.91	968	84.5	5.7
2002	1.89	0.98	956	81.1	7.9
2001	1.91	1.03	990	79	8.7
2000	1.82	0.93	950	82.3	5.9
1999	1.88	1.02	1,061	79.5	8.2
Staff tell me what medication side effects to watch for.					
2004	1.92	1.02	1,128	77	9.1
2003	1.78	0.93	880	83.6	5.8
2002	1.91	1	856	77.5	7.6
2001	1.94	1.05	883	77.9	9.9
2000	1.92	0.99	826	78.5	8.1
1999	2	1.04	918	75.1	9.7

Table D-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2004	1.6	0.83	1,232	88.5	3.5
2003	1.61	0.85	970	89.1	4.2
2002	1.63	0.82	948	87.9	2.7
2001	1.68	0.88	992	87.2	4.7
2000	1.63	0.8	932	87.9	2.7
1999	1.7	0.89	1,056	85.5	4.7
Staff are sensitive to my cultural background (race, religion).					
2004	1.81	0.9	1,163	81	4.2
2003	1.74	0.87	916	83.7	3.8
2002	1.83	0.88	896	80.7	3.6
2001	1.91	0.99	923	76.4	6.7
2000	1.85	0.9	866	78.6	4.2
1999	1.95	0.96	984	76.6	5.8
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2004	1.71	0.82	1,223	86.7	3.7
2003	1.68	0.8	970	88.8	2.6
2002	1.75	0.84	948	86.9	4.3
2001	1.78	0.88	987	85	5
2000	1.74	0.84	920	86.2	4.2
1999	1.77	0.92	1,040	84.9	5.4
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2004	1.81	0.87	1,230	82.7	4.6
2003	1.83	0.91	972	83.1	4.8
2002	1.86	0.88	964	80.8	5.3
2001	1.93	0.96	997	79.2	7
2000	1.88	0.91	939	80.2	5.1
1999	1.89	0.92	1,071	81.1	5.8
As a direct result of the services I receive, I am better able to control my life.					
2004	1.9	0.92	1,232	79	5.7
2003	1.9	0.94	970	80.1	5.8
2002	1.95	0.93	970	77.3	6.8
2001	1.96	0.97	996	77	7.5
2000	1.94	0.93	944	77	6
1999	1.94	0.93	1,074	79.4	6.7

Table D-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
As a direct result of the services I receive, I am better able to deal with crisis.					
2004	1.99	0.96	1,227	74.6	7.1
2003	1.93	0.96	972	75.9	5.9
2002	2.02	0.98	954	74.9	8.8
2001	2.06	1.02	994	73.1	9.3
2000	2.02	0.96	935	74.1	7.5
1999	2.02	0.96	1,072	74.7	7
As a direct result of the services I receive, I am getting along better with my family.					
2004	1.98	1.02	1,205	73.6	8.3
2003	2.02	1.07	960	74.2	9.6
2002	2.02	1.02	942	73.7	8.8
2001	2.05	1.08	977	72.1	10.2
2000	2.01	1.02	904	73.7	8.5
1999	2.02	1	1,035	72.6	8.2
As a direct result of the services I receive, I do better in social settings.					
2004	2.13	1.03	1,211	67.7	9.7
2003	2.12	1.06	958	68.5	9.6
2002	2.16	1.05	951	68.3	11.8
2001	2.18	1.09	988	67	12
2000	2.13	1	921	69.5	8.9
1999	2.12	1.01	1,044	70.1	8.8
As a direct result of the services I receive, I do better at work and/or school.					
2004	2.07	1.01	1,023	69.3	7.8
2003	2.06	1.03	804	70.9	8.5
2002	2.11	1.02	769	68.4	10
2001	2.12	1.04	826	68.4	9.8
2000	2.13	1.05	794	68	9.4
1999	2.11	1.04	898	70.3	9.8
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2004	2.25	1.12	1,226	65.3	14.5
2003	2.17	1.11	963	70.2	12.7
2002	2.25	1.12	959	66.9	14.6
2001	2.26	1.13	991	66.2	15.7
2000	2.26	1.12	922	66.8	14.1
1999	2.19	1.1	1,053	68.9	13.2

Table D-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Other					
I am able to get all services I think I need.					
2004	1.83	0.96	1,242	81.6	7.2
2003	1.8	0.94	982	84.2	6.4
2002	1.87	0.96	968	80.9	6.9
2001	1.86	0.96	1,012	81.8	7.1
2000	1.84	0.93	938	81.9	6.2
1999	1.89	0.98	1,068	80.3	7.8
I feel comfortable asking questions about my treatment and medication.					
2004	1.65	0.85	1,232	88.9	4.3
2003	1.62	0.81	979	90.1	3.8
2002	1.65	0.8	952	89	3.7
2001	1.7	0.87	993	87	4.5
2000	1.63	0.77	930	90	2.8
1999	1.71	0.9	1,060	87.5	5.1
I, not staff, decide my treatment goals.					
2004	2.07	1.04	1,216	71	9.4
2003	2.04	1.06	964	73.4	10.1
2002	2.11	1.08	941	71.5	11.8
2001	2.12	1.09	978	69.9	12
2000	2.13	1.07	911	70.7	12.4
1999	2.25	1.15	1,025	65.4	15.4

¹Scale ranges from 1: 'Strongly Agree' to 5: 'Strongly Disagree'. Lower mean scores correspond with greater satisfaction.

²Percentages in the Agree column include those who responded 'Agree' or 'Strongly Agree'. Percentages in the Disagree column include those who responded 'Disagree' or 'Strongly Disagree'. Percentages for consumers who responded 'I Am Neutral' are not shown, but can be calculated by subtracting the sum of the '% Agree' and '% Disagree' columns from 100%.

Table D-3: MH/SUD Consumer Satisfaction by Characteristics per Domain (1999-2004)

<i>Service Area</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD								
2004	88.80%	1258	82.10%	1263	86.20%	1258	74.40%	1239
2003	90.10%	996	84.10%	998	88.10%	995	76.40%	980
2002	88.40%	983	84.00%	969	86.50%	977	72.90%	971
2001	87.50%	1022	82.50%	1022	84.70%	1020	72.40%	1008
2000	87.10%	955	83.40%	964	85.50%	959	73.00%	946
1999	86.40%	1091	81.10%	1090	85.40%	1078	75.90%	1082

<i>Service Area and Gender</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: Female								
2004	91.00%	587	82.40%	590	87.60%	589	72.80%	578
2003	91.00%	488	81.80%	488	87.00%	486	73.60%	478
2002	91.00%	446	85.90%	441	89.70%	447	72.60%	441
2001	88.80%	501	82.10%	504	84.70%	503	70.30%	499
2000	86.40%	405	83.40%	409	84.00%	405	67.00%	400
1999	88.20%	485	82.40%	484	85.30%	477	71.30%	481
MH+SUD: Male								
2004	87.10%	567	82.50%	567	85.00%	565	77.10%	559
2003	89.30%	503	86.30%	505	89.30%	504	79.10%	498
2002	86.10%	511	82.20%	501	84.40%	505	72.90%	505
2001	85.90%	495	82.50%	492	84.90%	491	74.20%	484
2000	88.10%	495	84.10%	498	86.90%	497	78.20%	491
1999	85.50%	552	79.40%	553	85.20%	548	79.30%	550

<i>Service Area and Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: White								
2004	90.40%	781	82.70%	785	87.20%	781	73.40%	771
2003	91.00%	613	84.80%	613	89.20%	612	74.40%	602
2002	88.50%	608	84.00%	601	87.70%	608	72.10%	602
2001	88.40%	593	84.10%	591	86.80%	590	71.70%	583
2000	88.00%	576	84.50%	581	86.80%	577	72.00%	567
1999	88.70%	619	84.20%	621	86.80%	615	76.60%	615
MH+SUD: African-American								
2004	88.50%	347	83.90%	347	86.20%	347	75.90%	340
2003	88.10%	278	82.90%	280	87.50%	279	79.60%	274
2002	88.50%	253	85.50%	249	86.50%	251	72.70%	249
2001	88.90%	307	82.50%	309	84.00%	307	73.10%	305
2000	85.70%	245	80.20%	248	83.80%	247	70.70%	246
1999	85.50%	324	77.70%	323	84.40%	320	77.30%	321

Table D-3 continued

	General		Access		Appropriateness		Outcome	
<i>Service Area and Race</i>	%	N	%	N	%	N	%	N
MH+SUD: Other								
2004	78.60%	112	74.30%	113	80.40%	112	75.50%	110
2003	85.00%	60	80.00%	60	76.70%	60	74.60%	59
2002	87.60%	97	76.80%	95	79.80%	94	76.80%	95
2001	81.10%	95	74.50%	94	80.00%	95	77.40%	93
2000	89.00%	100	87.10%	101	85.10%	101	87.90%	99
1999	84.20%	101	78.20%	101	85.70%	98	73.30%	101

	General		Access		Appropriateness		Outcome	
<i>Service Area and Time in Treatment</i>	%	N	%	N	%	N	%	N
MH+SUD: 0-11 Months								
2004	87.40%	546	80.30%	547	85.30%	546	74.60%	539
2003	88.70%	479	82.30%	481	88.70%	476	76.80%	466
2002	90.30%	453	84.40%	442	89.00%	446	74.40%	442
2001	85.70%	517	79.40%	520	85.10%	518	70.30%	508
2000	87.50%	479	83.60%	483	87.10%	479	74.40%	472
1999	86.50%	569	79.50%	566	88.60%	554	77.20%	562
MH+SUD: 12+ Months								
2004	90.40%	624	84.10%	628	87.20%	624	73.90%	617
2003	91.10%	496	85.90%	495	88.10%	497	75.60%	492
2002	86.60%	514	83.70%	510	84.60%	513	71.90%	513
2001	89.00%	490	85.40%	487	84.40%	487	74.50%	486
2000	86.90%	458	82.90%	463	83.80%	463	72.40%	457
1999	86.90%	487	83.10%	490	82.90%	490	74.70%	487

Table D-3 continued

<i>Service Area and Referral Source</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: Self, Family, Hospital, or Doctor								
2004	91.30%	668	82.80%	670	87.00%	670	74.50%	659
2003	92.80%	587	86.50%	586	89.00%	584	77.80%	576
2002	89.10%	560	85.70%	553	88.10%	563	71.00%	558
2001	88.60%	569	84.10%	573	84.20%	571	71.10%	564
2000	88.00%	548	83.80%	554	84.60%	552	70.80%	542
1999	87.00%	608	82.90%	607	82.90%	607	73.10%	606
MH+SUD: Court, Police, DSS, or EAP								
2004	82.40%	296	79.40%	296	82.30%	293	77.00%	291
2003	85.80%	281	80.90%	283	88.70%	282	75.80%	277
2002	87.20%	304	80.50%	297	84.50%	296	76.40%	297
2001	82.80%	302	77.50%	298	83.70%	300	77.40%	296
2000	85.30%	266	84.30%	268	87.60%	266	77.30%	264
1999	86.10%	324	78.90%	323	89.30%	317	81.70%	322

<i>Service Area and Age Group (Through 2003)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: 18-22								
2003	82.00%	61	79.00%	62	82.50%	63	74.10%	58
2002	89.10%	55	77.80%	54	85.50%	55	68.50%	54
2001	85.00%	80	70.50%	78	85.90%	78	68.00%	75
2000	78.70%	61	78.70%	61	85.20%	61	66.70%	60
1999	71.90%	64	67.20%	64	77.80%	63	68.80%	64
MH+SUD: 23-59								
2003	90.60%	894	84.60%	895	88.60%	891	76.30%	881
2002	88.10%	877	83.90%	864	86.20%	871	73.00%	866
2001	87.90%	899	84.00%	901	85.30%	899	72.50%	892
2000	87.90%	859	83.50%	866	85.50%	861	73.10%	849
1999	87.40%	984	81.90%	984	86.00%	974	76.30%	977
MH+SUD: 60+								
2003	90.90%	33	81.80%	33	84.80%	33	81.80%	33
2002	97.40%	38	97.30%	37	92.10%	38	73.70%	38
2001	83.90%	31	70.00%	30	70.00%	30	86.20%	29
2000	90.50%	21	90.90%	22	86.40%	22	81.80%	22
1999	88.90%	18	84.20%	19	82.40%	17	88.90%	18

Table D-3 continued

<i>Service Area and Age Group (2004)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: 18-20								
2004	71.8%	39	71.8%	39	82.1%	39	69.2%	39
MH+SUD: 21-64								
2004	89.3%	1191	82.2%	1194	86.3%	1189	74.2%	1172
MH+SUD: 65+								
2004	89.5%	19	95.0%	20	95.0%	20	89.5%	19

<i>Service Area and Hispanic Origin</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: Hispanic								
2004	76.1%	67	80.9%	68	77.9%	68	77.3%	66
2003	97.2%	36	85.7%	35	100.0%	35	91.7%	36
MH+SUD: Non-Hispanic								
2004	89.6%	1145	82.2%	1147	87.0%	1142	74.3%	1126
2003	90.9%	209	81.8%	209	88.5%	209	77.3%	203

<i>Arrests in Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: 0								
2004	89.5	857	82.2	861	86.1	858	75.5	846
MH+SUD: 1								
2004	90.5	210	84.8	210	91.0	211	76.4	208
MH+SUD: 2-100								
2004	84.8	66	81.8	66	84.8	66	62.9	62

<i>Arrests in Same Six Months Last Year</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: 0								
2004	90.0	853	83.5	856	87.5	856	75.1	844
MH+SUD: 1								
2004	88.7	195	80.5	195	85.6	195	77.2	189
MH+SUD: 2-100								
2004	83.1	71	77.8	72	84.5	71	69.0	71

<i>Homeless in the Last Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: No								
2004	89.1%	1087	82.5%	1091	86.8%	1087	75.9%	1073
MH+SUD: Yes								
2004	86.5%	171	79.7%	172	82.5%	171	65.1%	166

Table D-3 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Arrested/In Jail in the Last Six Months</i>								
MH+SUD: No								
2004	89.2%	972	82.3%	978	85.7%	972	74.6%	960
MH+SUD: Yes								
2004	87.4%	286	81.4%	285	88.1%	286	73.8%	279

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>In a Psychiatric Hospital/Unit in the Last Six Months</i>								
MH+SUD: No								
2004	87.7%	1019	82.1%	1023	86.2%	1019	76.4%	1001
MH+SUD: Yes								
2004	93.3%	239	82.1%	240	86.6%	239	66.0%	238

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Working at a Paid Job in the Last Six Months</i>								
MH+SUD: No								
2004	89.4%	744	82.1%	748	86.2%	744	71.3%	734
MH+SUD: Yes								
2004	87.9%	514	82.1%	515	86.4%	514	79.0%	505

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>In Training for a Job in the Last Six Months</i>								
MH+SUD: No								
2004	88.6%	1153	82.0%	1158	86.4%	1154	74.0%	1136
MH+SUD: Yes								
2004	90.5%	105	82.9%	105	84.6%	104	78.6%	103

Table D-4: Outcomes - Change in Arrest History

Number of Arrests	All Consumers		MH/SUD	
	N	%	N	%
From 2003 to 2004:				
Of those persons arrested in the same six-month period in 2003, the number not arrested in the most recent six months	732	65.3%	168	62.5%
Of those persons not arrested in the same six-month period in 2003, the number arrested in the most recent six months	678	14.1%	178	20.0%

APPENDIX E
INTERNET RESOURCES

Internet Resources

National Association of State Mental Health Program Directors (NASMHPD):

<http://www.nasmhpd.org>

National Technical Assistance Center (NTAC) for State Mental Health Planning:

<http://www.nasmhpd.org/ntac.cfm>

National Association of State Mental Health Program Directors Research Institute:

<http://nri.rdmc.org>

National Institute of Mental Health (NIMH) home page: <http://www.nimh.nih.gov/>

Substance Abuse & Mental Health Services Administration (SAMHSA):

<http://www.samhsa.gov/>

Center for Mental Health Services (CMHS) Home Page: <http://www.mentalhealth.org/cmhs/>

The Evaluation Center @ HSRI: <http://tecathsri.org>

National Alliance for the Mentally Ill (NAMI): <http://www.nami.org>

National Mental Health Association (NMHA): <http://www.nmha.org>

National Association of State Alcohol and Drug Abuse Directors <http://www.nasadad.org/>

SAMHSA's National Mental Health Information Center: www.mentalhealth.samhsa.gov

Department of Health & Human Services: <http://www.os.dhhs.gov/>

National Mental Health Services ' Knowledge Exchange Network:

<http://www.mentalhealth.org/>

Mental Health Statistics Improvement Program (MHSIP): <http://www.mhsip.org/>

Mental Health Related Federal Agencies:

- ❖ FedWorld Information Network: <http://www.fedworld.gov/>
- ❖ Library of Congress World Wide Web: <http://www.loc.gov>
- ❖ National Center for Health Statistics: <http://www.cdc.gov/nchs>
- ❖ National Clearinghouse for Alcohol & Drug Information: <http://www.health.org/>
- ❖ National Committee for Quality Assurance (NCQA): <http://www.ncqa.org/>
- ❖ National Institute on Alcohol Abuse and Alcoholism <http://www.niaaa.nih.gov>